



Consumer Financial
Protection Bureau

An official U.S. Government agency

Making Ends Meet Survey

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 Survey

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.

What is the Making Ends Meet survey?

For many people, the last year has been financially difficult. This survey will help us understand your experiences and decisions when money gets tight. Because people's experiences can vary widely, please fill out the survey even if you have never run out of or borrowed money.

How long will it take?

We expect the survey will take about 20 minutes, but the time 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 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. What sources of information do you use to make decisions about borrowing, credit, savings, or investments?

	<input type="checkbox"/>	<input type="checkbox"/>
	Yes	No
Family or friends	<input type="checkbox"/>	<input type="checkbox"/>
Financial planner, advisor, or broker	<input type="checkbox"/>	<input type="checkbox"/>
Banker	<input type="checkbox"/>	<input type="checkbox"/>
Internet, web service or application	<input type="checkbox"/>	<input type="checkbox"/>
Internet search	<input type="checkbox"/>	<input type="checkbox"/>
Lawyer or accountant		
Books, magazines, newspapers, or mail		

B. Your Household and its Finances

4. Do you have a spouse or partner you share finances with?

Yes
No

5. Do you have any children, parents, relatives, or other dependents that you share your finances with or who are financially dependent on you?

Yes
No

The next questions are about your household. By household, we mean you and anyone you share your finances with.

If you answered Yes to question 4, question 5, or both, please answer the following questions for both you and the people you share your finances with.

6. Who is responsible for making day-to-day decisions about money in your household?

I make these decisions by myself
I make these decisions along with someone else
Someone else makes these decisions

7. Do you or anyone in your household currently have a checking account?

Yes
No

8. How does your household pay for most bills and purchases? Please mark all that apply.

Cash
Debit cards
Checks Credit cards
Pre-paid cards Automatic payments Pay online
Money orders
Mobile app
Other (please don't include personal information)

9. What was your household's annual income in 2019 from all sources (wages, tips, interest, child support, alimony, investment or rental income, retirement, Social Security, and government benefits such as food stamps)?

\$15,000 or less
\$15,001 to \$20,000
\$20,001 to \$40,000
\$40,001 to \$70,000
\$70,001 to \$100,000
More than \$100,000

10. How did this total annual household income in 2019 compare to what you would expect in a "normal" year?

Higher than normal
Normal
Lower than normal

11. Do you expect your income next year to be higher

or lower than it was in the past?

Higher
About the same
Lower

12. About how much do you think you and your

family need in savings for emergencies and other unexpected things that may come up?

\$_____.

13. What is your current work status? *Please 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"/>

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

Yes

No

15. Which best describes your household's income from month to month?

☐ Income is about the same each month → *Skip to question 17*

☐ Income varies somewhat from month to month

☐ Income varies a lot from month to month

16. Does your household's income vary from month to month for any of the following reasons?

	Yes	No
Bonuses, commissions, or tips	<input type="checkbox"/>	<input type="checkbox"/>
Seasonal employment	<input type="checkbox"/>	<input type="checkbox"/>
Variable work hours or irregular work	<input type="checkbox"/>	<input type="checkbox"/>
Illness or injury affects my income	<input type="checkbox"/>	<input type="checkbox"/>
Unemployment	<input type="checkbox"/>	<input type="checkbox"/>
Investment income	<input type="checkbox"/>	<input type="checkbox"/>
Tax refunds or unexpected taxes	<input type="checkbox"/>	<input type="checkbox"/>
Number of paychecks varies	<input type="checkbox"/>	<input type="checkbox"/>
Variable self-employment income	<input type="checkbox"/>	<input type="checkbox"/>
Overtime	<input type="checkbox"/>	<input type="checkbox"/>

17. Do you expect your income from month to month to be more or less variable in the next six months than it was in the last year?

☐ More variable

☐ About the same

☐ Less variable

18. Which of the following statements comes closest to describing your household's monthly savings habits?

☐ Don't save – usually spend more than income

☐ Don't save – usually spend about as much as income

☐ Save whatever is left over at the end of the month – no regular plan

☐ Save regularly by putting money aside each month

19. Does your household have IRAs, 401(k) accounts, a pension plan, or other retirement accounts?

☐ Yes

☐ No

20. Does your household have any stocks, bonds, or mutual funds outside of retirement accounts?

☐ Yes

☐ No

21. In the past 12 months, 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 → *Skip to question 25*

☐ Yes, had an overdraft

☐ Yes, payment turned down

22. In the past 12 months, how many times have you or others in your household had an overdraft on a checking or savings account or had a payment turned down?

☐ 1-3 times

☐ 4-10 times

☐ More than 10 times

23. The last time this happened, did you pay a fee?

☐ Yes

☐ No

24. The last time this happened, were you surprised or did you expect to overdraft your account when you made the transaction?

☐ Surprised

☐ I thought it was possible

☐ Expected to overdraft

25. Please estimate the total amount of money your household has right now in your checking and savings accounts.

☐ \$0

☐ Less than \$100

☐ \$100 to \$500

☐ \$501 to \$1,000

☐ \$1,001 to \$3,000

☐ \$3,001 to \$5,000

☐ \$5,001 to \$10,000

☐ More than \$10,000

26. Do you or someone in your household own your current residence?

☐ Yes

☐ No

27. If No, do you...

☐ Rent your current residence

☐ Don't pay rent because residence owned by a family member

☐ Don't pay rent for another reason

28. How much does your household spend on rent or your mortgage each month?

☐ 0 or not applicable

☐ Less than \$500

☐ \$500 to \$1000

☐ \$1001 to \$2000

☐ \$2001 to \$4000

☐ More than \$4000

29. Imagine your household had an unexpected emergency expense of \$2,000 that could not be avoided. How much of this expense could you pay within a week?

☐ None of it

☐ Some of it, but less than \$1,000

☐ \$1,000 or more, but less than \$2,000

☐ All of the \$2,000

30. If your household lost its main source of income, about how long could you cover expenses by, for example, borrowing, using savings, selling assets, or seeking help from family or friends?

☐ Less than two weeks

☐ About one month

☐ About two months

☐ Three to six months

☐ More than six months

31. In the past 12 months, did you or anyone in your household cash a check or pay to have funds immediately available? Please mark all that apply.

☐ Yes – at a bank, credit union, or its mobile app or website

☐ Yes – at a grocery, convenience, or retail store

☐ Yes – at a check cashing or payday-lending store

☐ Yes – with a mobile phone or online

☐ Yes – at some other place

☐ No

C. Experiences with Credit

32. In the past year, have you been more than 90 days overdue on a loan or bill?

☐ Yes

☐ No

33. Have you applied for any type of credit or loan in the last year?

☐ Yes

☐ No

34. In the past year, were you turned down for a loan or not given as much credit as you applied for?

☐ Yes

☐ No

35. In the past year, did you think of applying for credit or a loan but changed your mind because you thought you might be turned down?

☐ Yes

☐ No

36. Do you use a financial management or budgeting app or website?

☐ Yes

☐ No

37. In the past year, have you unexpectedly had a credit card canceled or the limit reduced?

☐ Yes

☐ No

38. Do you currently have a credit card?

☐ Yes

☐ No

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

☐ Yes

☐ No

40. Thinking of all your credit cards, how do you think the following will change in the next 6 months?

Stay the
Decrease same Increase

The balance you carry month to month ☐ ☐ ☐

Your credit card limit ☐ ☐ ☐

Number of credit cards ☐ ☐ ☐

Skip to
question
41 on the
next page

41. **Have you taken out a payday loan in the past 6 months?** (*A payday loan is a loan that you must repay, make a payment on, or rollover on your next payday.*)

Yes

No



42. **Have you rolled over a payday loan in the last 6 months?**

Yes

No

43. **Do you still owe money on any payday loan?**

Yes

No



44. **Have you taken out a pawn shop loan in the past 6 months?**

Yes

No



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

Yes

No



46. **Have you taken out a new loan to buy a car in the past 6 months?**

Yes

No



47. **Do you still owe money on any auto loan?**

Yes

No



48. **Have you taken out an auto-title loan in the past 6 months?** (*An auto-title loan uses the car's value to borrow money for a short period of time.*)

Yes

No



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

Yes

No



50. **Have you taken out a loan from an online lender in the past 6 months?**

Yes

No



51. **Were any of these online loans from ...**

A peer-to-peer or personal lender (such as Prosper, SoFi, or Lending Club)

A payday lender

A bank or credit union

Some other source (please specify and don't include personal information)



Skip to
question

52

☐ ☐

☐ ☐

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☐ ☐

52. How likely do you think it is that you will get one of the following in the next 6 months?

	Very likely	Likely	Unlikely	Very unlikely
New credit card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mortgage to buy a house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loan to buy a car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pawn shop loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Auto-title loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payday loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Some other loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

53. When was the last time you checked your credit score or credit report?

- ☐ Never → Skip to question 56
- ☐ At least one year ago
- ☐ Within the last year

54. The last time you checked your score or credit report, how did you check it?

- ☐ A free website like AnnualCreditReport.com
- ☐ A paid website
- ☐ A credit monitoring service
- ☐ Your credit card statement
- ☐ Some other way

55. How do you think your credit score has changed since the last time you checked it?

- ☐ Gone up
- ☐ Stayed about the same
- ☐ Gone down

56. Have you ever tried to improve your credit score?

- ☐ Yes
- ☐ No

57. Do you think the following statements are mostly true or mostly false?

	Mostly True	Mostly False
All lenders give about the same rates for the same type of loan.	<input type="checkbox"/>	<input type="checkbox"/>
Having a low credit score may keep you from getting a job.	<input type="checkbox"/>	<input type="checkbox"/>
Checking your credit score is bad for your credit.	<input type="checkbox"/>	<input type="checkbox"/>
Applying for a lot of credit in a short time harms your credit score.	<input type="checkbox"/>	<input type="checkbox"/>

58. Do you currently have health insurance?

- ☐ Yes
☐ No

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

- ☐ Yes
☐ No

60. Did you lose health insurance since March 2020?

- ☐ Yes
☐ No

D. Running Out of Money

61. Do you expect to have difficulty paying for a bill or expense in the next six months?

Yes

No → Go to Question 63

62. Do you expect to borrow to meet this expense?

Yes No

63. 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 E

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

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

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

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

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

☐ Yes

☐ No → Skip to Question 68 on the next page

67. What was that event? 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 please don't include personal information)

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

\$_____ .00

69. Was this event expected or unexpected?

- ☐ Expected
- ☐ Unexpected

70. Was this event or expense related to coronavirus?

- ☐ Yes
- ☐ No

71. Which of the following did you do when you had difficulty paying that bill or 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 please don't include personal information)

*Skip to
Question
73*

*Go to
Question
72*

72. 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 and friends recommended it to me
- ☐ I did not want anybody to know that I needed money
- ☐ Other (please specify and please don't include personal information)

73. 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 please don't include personal information)

74. 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

E. Household Events

75. 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"/>

76. 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 checked="" 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"/>

77. 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	<input type="checkbox"/>	<input type="checkbox"/>
Funeral or burial expenses	<input type="checkbox"/>	<input type="checkbox"/>
Some other major unexpected expense	<input type="checkbox"/>	

78. 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

79. In the next 6 months, do you expect to...

	Yes	No
Move to a new residence		
Be unemployed for some period		
Lose income for some other reason		
Have a major medical expense		
Get a promotion		
Go on vacation		
Pay a large education related expense		
Buy a house		
Buy a car		
Have a major home renovation or repair		
Have an addition to your household from birth, adoption, or some other reason		

Have someone in your household get married

80. If you answered yes to any of the events in question 74, do you expect to need to borrow to cover any of these expenses?

Yes

No

81. If your household absolutely had to pay a large expense after using savings, investment, or retirement accounts, what other sources would you turn to? Please mark all that apply.

A credit card

A loan from a bank or credit union Home equity line of credit Borrowing from friends or family Payday loan or auto-title loan

Pawning or selling something you own Some other source

F. Perspectives

The questions in this section ask about your perspectives and how you make decisions. There are no right answers.

82. When making major decisions about borrowing money or getting credit, some people search for the best terms while others don't. Which of the following comes closest to describing how much you search when borrowing or getting credit?

Not at all A little

A moderate amount A great deal

Some other major unexpected expense

83. Generally speaking, would you say that most people can be trusted or that you need to be very careful in dealing with people?

Most people can be trusted

Need to be very careful

84. Suppose you were offered several possible lotteries, but you could choose only one. In each lottery, outcomes A and B are equally likely. Which one of these three lotteries would you prefer:

	Outcome A	Outcome B
	50% chance	50% chance
Lottery 1	Get \$26	Get \$2
Lottery 2	Get \$18	Get \$6
Lottery 3	Get \$10	Get \$10

85. Suppose you won a prize and could decide when you would get the amount. Would you rather get:

\$1000 in one month or

\$1050 in six months

86. Would you rather get:

\$1000 in one month or

\$1100 in six months

87. Would you rather get:

\$1000 in one month or

\$1150 in six months

G. You and Your Household

88. What is your sex?

- ☐ Male
☐ Female

89. How old are you?

- ☐ Less than 25 years
☐ 25–34 years
☐ 35–44 years
☐ 45–54 years
☐ 55–61 years
☐ 62 years or older

90. What is your highest level of education?

- ☐ Less than a high school degree
☐ High school degree
☐ Technical or vocational degree
☐ Some college, but no degree
☐ Two-year college degree
☐ Four-year college degree
☐ Postgraduate degree (for example, MA, PhD, JD, MBA, MD)

91. Are you currently attending school?

- ☐ Yes ☐ No

92. Is English your preferred language?

- ☐ Yes ☐ No

93. Are you of Hispanic, Latino, or Spanish origin?

- ☐ Yes ☐ No

94. What is your race? Please mark all that apply.

- ☐ White
☐ Black or African American
☐ American Indian or Alaska Native
☐ Asian
☐ Native Hawaiian or other Pacific Islander

95. What is your current marital status?

- ☐ Married
☐ Living with a partner
☐ Never married
☐ Separated
☐ Divorced
☐ Widowed

96. Besides you and your spouse/partner, how many other adults over 18 live in your household?

- ☐ No others
☐ 1 other
☐ 2 or more

97. How many children live in your household?

- ☐ No children
☐ 1
☐ 2 or more

98. How many children do you currently have in college?

- ☐ None or not applicable → Skip to question 94
☐ 1
☐ 2 or more

99. Thinking of the child who most recently started college, in what year did that person first enroll in college?

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100. If you helped any of your children pay for college, how did you do so?

- ☐ Took money out of savings (including a retirement account)
☐ Took out a parental education loan
☐ Used a home equity loan or refinanced a mortgage
☐ Took out another loan

101. What is your military status?

	Spouse/ You Partner	
No military service	<input type="checkbox"/>	<input type="checkbox"/>
On active duty	<input type="checkbox"/>	<input type="checkbox"/>
Reserve or National Guard	<input type="checkbox"/>	<input type="checkbox"/>
Veteran or retired	<input type="checkbox"/>	<input type="checkbox"/>

102. Do you have a mobile phone?

- ☐ Yes
☐ No

103. How do you access the internet?

	Yes	No
Your phone	<input type="checkbox"/>	<input type="checkbox"/>
A computer at home	<input type="checkbox"/>	<input type="checkbox"/>
A computer at work	<input type="checkbox"/>	<input type="checkbox"/>
A tablet or similar portable device	<input type="checkbox"/>	<input type="checkbox"/>
Other (for example, at the library or a relative's home)	<input type="checkbox"/>	<input type="checkbox"/>

Savings Module Question Bank

General Savings, Well-being, and Credit

104. Even if you later spent it, did you set aside any money in the past 6 months that could be used for unexpected expenses or emergencies? Include cash, bank or credit union savings and checking accounts, investments, etc. Do NOT include retirement savings.

☐ Yes

☐ No

105. About how much money do you *currently* have set aside that could be used for unexpected expenses or emergencies? Include cash, bank or credit union savings and checking accounts, investments, etc. Do NOT include retirement savings.

\$_____.00

106. Do you currently have money automatically transferred to:

	Yes	No	I do not have this type of account
A retirement savings account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A non-retirement savings account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A non-retirement investment account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A non-retirement money market account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A prepaid card savings account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

107. In the last 6 months, did you do any of the following because you were stressed about money?

		YES	NO
4.1	Laid awake at night	<input type="checkbox"/>	<input type="checkbox"/>
4.2	Ate more or less than you usually would	<input type="checkbox"/>	<input type="checkbox"/>
4.3	Felt irritable or angry	<input type="checkbox"/>	<input type="checkbox"/>
4.4	Experienced upset stomach, heartburn, headaches, or tense muscles	<input type="checkbox"/>	<input type="checkbox"/>
4.5	Had trouble concentrating	<input type="checkbox"/>	<input type="checkbox"/>
4.6	Incurred medical costs associated with managing your stress	<input type="checkbox"/>	<input type="checkbox"/>
4.7	Something else not listed here	<input type="checkbox"/>	<input type="checkbox"/>
4.8	I'm not stressed about money	<input type="checkbox"/>	<input type="checkbox"/>

108. Do you or anyone in your household have any of the following financial assets or accounts? If yes, please estimate the current value of that account. Just your best guess will do.

	Yes, I have this kind of account	No, I do not have this kind of account	I don't know if I have this kind of account	Current Account Value
Checking Account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$_____
Saving Account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$_____
Retirement Account (e.g. 401k, 403(b), Thrift Savings Plan (TSP), etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$_____
Savings in Cash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$_____
Prepaid card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$_____
Non-Retirement Investment Account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$_____
Other financial assets or accounts (e.g. money market account, certificate of deposit) (Please do not include real estate or housing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$_____

109. Please indicate if you or anyone in your household is currently saving in any of the accounts or ways listed below. If so, are you saving regularly (for example, monthly or from each paycheck) or irregularly (adding savings whenever you can), or not at all? Please remember to include automatic savings, contributions that are taken out of your paycheck by your employer, and automatic transfers to investment accounts

	Saving Regularly	Saving When Possible	Not Currently Saving
Saving Account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saving in Checking Account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Savings in Cash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Account (e.g. 401k, 403(b), Thrift Savings Plan (TSP), etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prepaid card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-Retirement Investment Account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other financial assets or accounts (e.g. money market account, certificate of deposit) (Please do not include real estate or housing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

110. Do you currently have a credit card?

- ☐ Yes
- ☐ No → Go to Question 114

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

- ☐ Yes
- ☐ No

112. About how much of a balance do you currently carry on your credit card(s) from month to month? Carrying a balance means you pay at least the minimum payment amount, while the rest rolls over to the next billing period.

\$ _____

113. Thinking of all your credit cards, how do you think the following will change in the next 6 months?

	Decrease	Stay the same	Increase
The balance you carry month to month	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your credit card limit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of credit cards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Checking Accounts/Savings Accounts/CDs/Interest Earning Assets

114. Do [you/you or anyone in your family] have any money in checking or savings accounts, money market funds, certificates of deposit, government savings bonds, or treasury bills -- not including assets held in employer-based pensions or IRAs?

115. If you added up all such [accounts/accounts for all of your family], about how much would they amount to right now?

\$ _____ -

Stocks and Mutual Funds

116. Do [you/you or anyone in your family] have any shares of stock in publicly held corporations, mutual funds, or investment trusts -- not including stocks in employer-based pensions or IRAs?

- ☐ Yes
- ☐ No

117. If you sold all that and paid off anything you owed on it, how much would you have?

\$ _____

Retirement

118. Do [you/you or anyone in your family] have any money in retirement savings accounts (e.g., employer-based pensions, Individual Retirement Accounts [IRAs])?

- ☐ Yes
- ☐ No

119. If you added up all such [accounts/accounts for all of your family], about how much would they amount to right now?

\$ _____ -

120. In the past 12 months, have you borrowed money from or cashed out (permanently withdrawn) money from any of your retirement savings accounts?

- ☐ No
- ☐ Yes, borrowed money
- ☐ Yes, cashed out
- ☐ Yes, both

121. Which best describes your ability to pay all of your bills this month?

- ☐ Can't pay some bills
- ☐ Able to pay all bills

122. How would a \$400 emergency expense that you had to pay impact your ability to pay your other bills this month?

- ☐ Could not pay some bill
- ☐ Would still be able to pay all bills

123. Do you or any member of your household have access to the internet using

- ☐ Cellular data plan for a smartphone or other mobile device
- ☐ Broadband (high speed) internet service in your home, such as cable, fiber optic, or DSL

124. Have you set aside emergency or rainy day funds that would cover your expenses for 3 months in case of sickness, job loss, economic downturn, or other emergencies?

- ☐ Yes
- ☐ No

125. In the past month, would you say that your total spending was:

- a. More than your income
- b. The same as your income
- c. Less than your income

[Expense/Income Shocks]

126. In the past 12 months, has your household experienced a significant drop in income?

- ☐ Yes
- ☐ No

126a. [DISPLAY IF 1=YES] About how large was the loss of income?
\$_____

126b.1[DISPLAY IF 1=YES] Was the significant drop in income due to any of the following?

	Yes	No
Period of unemployment	<input type="checkbox"/>	<input type="checkbox"/>
Reduction in work hours	<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"/>
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"/>

126c. [DISPLAY IF 1=YES] When your household experienced a significant drop in income, did you do any of the following to make ends meet? If you have experienced multiple, significant income drops in the last 12 months, think about the most recent time.

		Yes	No
.1	Borrowed money from friends and family	<input type="checkbox"/>	<input type="checkbox"/>
.2	Put it on my credit card and paid it off in full at the next statement	<input type="checkbox"/>	<input type="checkbox"/>
.3	Put it on my credit card and paid it off over time	<input type="checkbox"/>	<input type="checkbox"/>
.4	Spent out of non-retirement savings or investments	<input type="checkbox"/>	<input type="checkbox"/>
.5	Spent out of retirement savings or investments	<input type="checkbox"/>	<input type="checkbox"/>

.6	Postponed or could not pay a bill or other expense	<input type="checkbox"/>	<input type="checkbox"/>
.7	Cut back on non-essential spending	<input type="checkbox"/>	<input type="checkbox"/>
.8	Other	<input type="checkbox"/>	<input type="checkbox"/>

126d. [DISPLAY IF 1c.8 =OTHER]

You said "other" in response to the previous question. Could you please explain what you did to make ends meet? (Please don't include personal information)

126e. [DISPLAY IF 1c.4 = YES] How much of your non-retirement savings or investments did you use to cover the loss in income?

- ☐ Only a little
- ☐ Less than half
- ☐ About half
- ☐ More than half
- ☐ All or almost all of it

126f. [DISPLAY IF 1c.4 = YES] After using some or all of your non-retirement savings to cover the loss in income, were you able to begin rebuilding your savings again?

- ☐ Yes
- ☐ No

127. In the past 12 months, has your household experienced a significant unexpected bill or expense?

- ☐ Yes – once in the last 12 months
- ☐ Yes – 2 times
- ☐ Yes – 3 or 4 times
- ☐ Yes – 5 to 8 times
- ☐ Yes – 9 to 12 times
- ☐ Yes – more than 12 times
- ☐ No

127a. [DISPLAY IF 2=YES] About how much was the cost of the unexpected bill or expense? If you had more than one unexpected expense in the past 12 months, about how much was the total cost of the unexpected bills or expenses?

\$_____

127b. [DISPLAY IF 2=YES] When your household experienced a significant unexpected bill or expense, did you do any of the following to make ends meet? If you have experienced multiple, significant bills or expenses in the last 12 months, think about the most recent example.

		Yes	No
b.1	Borrowed money from friends and family	<input type="checkbox"/>	<input type="checkbox"/>
b.2	Put it on my credit card and paid it off in full at the next statement	<input type="checkbox"/>	<input type="checkbox"/>
b..3	Put it on my credit card and paid it off over time	<input type="checkbox"/>	<input type="checkbox"/>
b. 4	Spent out of non-retirement savings or investments	<input type="checkbox"/>	<input type="checkbox"/>
b..5	Spent out of retirement savings or investments	<input type="checkbox"/>	<input type="checkbox"/>
b.6	Postponed or could not pay a bill or other expense	<input type="checkbox"/>	<input type="checkbox"/>
b.7	Cut back on non-essential spending	<input type="checkbox"/>	<input type="checkbox"/>
b.8	Other	<input type="checkbox"/>	<input type="checkbox"/>

127c. [DISPLAY IF 2b.8 =OTHER]

You said "other" in response to the previous question. Could you please explain what you did to make ends meet? (Please don't include personal information)

127d. [DISPLAY IF 2b.4 = YES] How much of your **non**-retirement savings or investments did you use to cover the unexpected bill or expense?

- ☐ Only a little
- ☐ Less than half
- ☐ About half
- ☐ More than half
- ☐ All or almost all of it

127e. [DISPLAY IF 2b.4 = YES] After using some or all of your **non**-retirement savings to cover the unexpected bill or expense, were you able to begin rebuilding your savings again?

- ☐ Yes
- ☐ No

[Financial Skill]

128. How well does this statement describe you or your situation?

1. I know how to make complex financial decisions
2. I am able to make good financial decisions that are new to me
3. I know how to get myself to follow through on my financial intentions
4. I am able to recognize a good financial investment
5. I know how to keep myself from spending too much
6. I know how to make myself save

7. I know where to find the advice I need to make decisions involving money

This statement applies to me....

1	2	3	4	5
Not at all	Very little	Somewhat	Very Well	Completely
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

129. How often does this statement apply to you?

8. I know when I do not have enough information to make a good decision involving my money

9. I know when I need advice about my money

10. I struggle to understand financial information

This statement applies to me....

1	2	3	4	5
Never	Rarely	Sometimes	Often	Always
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I. Other coronavirus impacts

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

- ☐ Yes
☐ No

131. 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

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

- ☐ Yes
☐ No

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

- ☐ Yes
☐ No

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

- ☐ Yes
☐ No

135. When did you receive the payment?

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

136. 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.

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

- ☐ Yes
☐ No

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

- ☐ Yes
☐ No

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

- ☐ Yes
☐ No

140. 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

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

	Yes	No
Private student loan deferment	<input type="checkbox"/>	<input type="checkbox"/>
Federal student loan deferment		
Mortgage payment deferment		
Credit card payment deferment		
Rent payment deferment or flexibility		
Auto loan deferment	<input type="checkbox"/>	<input type="checkbox"/>
Insurance premium rebate	<input type="checkbox"/>	<input type="checkbox"/>
Eviction protection		

142. 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

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

- ☐ Yes
☐ No
☐ Payment was deferred

144. 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

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

- ☐ Yes
☐ No



146. 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

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.

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