

Smart Borrower Survey
April 2007
Demographic Summary - Detailed
Findings

Prepared By:

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Demographic Cross-Tabulations

- The data have been segmented by the following demographic categories.
 - Total Sample
 - Gender
 - Male
 - Female
 - Race
 - White
 - African American
 - Other
 - Age
 - 19-34
 - 35-44
 - 45-54
 - 55-64
 - 65 or more
 - Marital Status
 - Married
 - Single
 - Separated/ Divorced/ Widowed
 - Household Income
 - Less than \$35k
 - \$35k to less than \$50k
 - \$50k to less than \$75k
 - \$75k to less than \$100k
 - \$100k or more

Q1. Region

Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Northeast	25%	25%	24%	25%	23%	19%	27%	23%	26%	24%	21%	24%	27%	23%	24%	26%	22%	24%	30%
Midwest	23%	22%	24%	25%	10%	15%	22%	22%	25%	23%	18%	24%	19%	23%	24%	26%	23%	26%	16%
South	29%	30%	28%	26%	53%	25%	32%	30%	25%	29%	30%	29%	29%	27%	27%	29%	30%	28%	31%
West	24%	23%	24%	23%	14%	41%	19%	25%	25%	24%	30%	23%	24%	27%	25%	19%	25%	22%	24%

Q3. Do you have an overall financial plan?
Q4. (If no) Do you plan to develop one in the next 12 months?
Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Yes, developed with professional	18%	19%	17%	19%	11%	19%	9%	13%	17%	30%	26%	21%	11%	19%	9%	16%	20%	24%	28%
Yes, developed myself	27%	32%	24%	28%	23%	30%	32%	29%	22%	27%	36%	29%	27%	24%	18%	21%	33%	37%	31%
No, but will develop with professional	6%	5%	7%	5%	11%	6%	7%	5%	9%	4%	2%	4%	9%	8%	8%	9%	5%	4%	4%
No, but will develop myself	10%	8%	12%	9%	16%	11%	17%	13%	8%	6%	3%	9%	12%	11%	12%	11%	10%	9%	7%
No financial plan	38%	37%	39%	39%	39%	34%	35%	41%	44%	33%	33%	37%	41%	38%	53%	44%	32%	26%	29%

- Females are less likely than males to have a plan.
- African Americans are less likely than Whites to have a plan.
- Respondents age 19-54 are less likely than respondents age 55 or older to have a plan.
- Singles are less likely to have a plan than those who are married.
- Lower income households are the least likely to have a plan.

Q5. Which one of the following is most important to you when thinking about a loan? Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Monthly payment	22%	18%	27%	22%	22%	26%	29%	26%	22%	18%	10%	21%	22%	27%	29%	24%	22%	20%	13%
Total loan amount	4%	4%	4%	4%	4%	3%	4%	4%	3%	5%	4%	5%	3%	3%	4%	4%	3%	6%	5%
Interest rate and fees	55%	61%	49%	55%	58%	51%	49%	50%	53%	64%	70%	57%	50%	53%	44%	51%	58%	60%	66%
Down payment	1%	1%	1%	1%		1%	1%	1%	1%	0%		0%	1%	2%	1%	1%	1%	0%	1%
Type of loan	12%	11%	13%	12%	14%	10%	10%	14%	13%	9%	12%	13%	12%	9%	12%	12%	13%	10%	11%
Don't know	6%	5%	7%	6%	3%	10%	7%	5%	8%	3%	5%	4%	11%	6%	10%	7%	4%	4%	4%

- In all segments, interest rate/fees are the most important loan aspects followed by the monthly payment. However, the monthly payment is more important in some segments than others.
 - The monthly payment is more important among females than males.
 - The monthly payment is more important among lower income than higher income respondents.
 - The monthly payment is more important among young respondents than older.

Q6. Which types of loans or credit card debt does your household currently have outstanding?

Base=Total Respondents (n=1,499)

Multiple Responses Allowed

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Mortgage	52%	52%	51%	53%	42%	47%	42%	60%	52%	55%	41%	66%	30%	37%	25%	44%	61%	69%	72%
Credit card debt >\$3k	39%	39%	40%	39%	41%	38%	40%	41%	40%	36%	37%	43%	34%	35%	31%	37%	46%	42%	43%
Auto loan	37%	35%	39%	38%	34%	35%	48%	37%	36%	34%	19%	46%	24%	27%	21%	35%	45%	47%	47%
Credit card debt <=\$3k	24%	23%	26%	24%	28%	24%	28%	27%	24%	22%	14%	22%	25%	30%	29%	27%	21%	25%	19%
Student loan	19%	13%	24%	16%	37%	20%	43%	19%	14%	8%	1%	18%	24%	16%	21%	16%	19%	20%	18%
No debt outstanding	15%	18%	13%	16%	9%	15%	10%	10%	17%	19%	28%	11%	23%	18%	23%	16%	12%	10%	11%
Personal loans	12%	12%	11%	11%	16%	12%	15%	12%	11%	9%	7%	13%	9%	11%	8%	14%	15%	13%	7%
Home equity loan	10%	11%	8%	10%	7%	9%	6%	11%	12%	11%	7%	13%	6%	6%	2%	7%	13%	11%	20%
Home equity line of credit	10%	9%	10%	11%	5%	6%	5%	11%	10%	12%	11%	13%	5%	6%	3%	3%	10%	15%	21%
Borrowed from 401K/ retirement	6%	5%	6%	5%	13%	4%	7%	6%	7%	4%	1%	7%	5%	4%	2%	6%	6%	11%	6%
Other debt	1%	1%	1%	1%	1%	2%	1%	1%	0%	1%		0%	1%	1%	1%	1%	1%	0%	0%
Don't know	0%		0%	0%				0%					0%			0%			

- 43% of respondents age 19-34 have student loan debt outstanding.
- African Americans, singles, separated/divorced/widowed, and lower income respondents are slightly more likely or approximately equally likely to have credit card debt in excess of \$3,000 as they are to have mortgage debt.

Q7. What are you using your home equity loan or line of credit for?

Base=Respondents with home equity loan or line of credit (n=274)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k-\$50k	\$50k-\$75k	\$75k-100k	\$100k or more
RESPONDENTS	274	135	139	238	18	17	33	64	87	71	18	205	36	32	19	28	82	56	86
Home improvements	52%	47%	56%	52%	67%	29%	55%	48%	54%	55%	39%	50%	53%	63%	58%	54%	49%	54%	52%
Debt consolidation	27%	28%	25%	26%	33%	35%	36%	31%	25%	21%	17%	26%	33%	25%	21%	29%	30%	21%	26%
Piggyback mortgage	13%	16%	10%	12%	6%	29%	27%	17%	8%	7%	17%	12%	17%	13%	11%	11%	13%	9%	16%
Other	10%	7%	12%	10%	6%	12%	6%	13%	9%	13%		10%	11%	6%	16%	4%	15%	2%	12%
Auto purchase	9%	10%	9%	11%			9%	9%	6%	13%	17%	11%	8%	3%	5%	7%	5%	21%	8%
Luxury items/expenses	5%	5%	6%	5%	6%	12%	12%	2%	3%	6%	17%	4%	6%	13%	5%	11%	6%	5%	3%
To cover day to day expenses	5%	7%	4%	5%		12%	3%	3%	7%	4%	11%	5%	3%	9%	11%	14%	1%	9%	2%
Small business expenses	5%	6%	4%	5%		12%	3%	3%	7%	6%		5%		9%			5%	5%	7%
Education	4%	4%	4%	4%	6%		3%	2%	9%	1%		4%	3%	6%			5%	7%	3%
Healthcare costs/ expenses	3%	7%		4%				2%	3%	7%		3%	3%	3%	5%	7%	5%	2%	1%
Don't know	3%	4%	2%	3%		12%	3%	2%	5%	1%	11%	3%	6%		5%	7%	1%	4%	3%
Wedding	1%	2%	1%	2%					1%	4%		2%					2%		2%
Elder care	1%	1%	1%	1%				2%			6%	0%		3%		7%			
Birth of child	0%		1%	0%				2%				0%				4%			

Q8. What are you using your credit cards for?

Base=Respondents with more than \$3,000 in credit card debt (n=589)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	589	275	314	471	68	48	128	128	173	119	39	363	121	102	116	109	164	95	100
To cover day to day expenses	41%	38%	44%	41%	41%	42%	52%	42%	37%	39%	31%	37%	53%	42%	53%	47%	37%	37%	34%
Other	23%	22%	23%	22%	22%	33%	21%	20%	24%	23%	28%	21%	27%	22%	21%	25%	23%	19%	26%
Home improvements	21%	21%	21%	22%	21%	17%	20%	28%	17%	21%	21%	25%	18%	12%	13%	23%	22%	21%	29%
Healthcare costs or expenses	17%	17%	18%	17%	18%	15%	20%	14%	12%	20%	31%	16%	19%	19%	26%	21%	18%	12%	8%
Debt consolidation	16%	17%	15%	15%	13%	31%	17%	12%	18%	18%	15%	17%	18%	14%	16%	13%	17%	22%	14%
No answer	14%	16%	13%	14%	15%	17%	12%	10%	16%	20%	10%	15%	11%	18%	17%	13%	12%	17%	12%
Luxury items	14%	13%	15%	15%	9%	15%	21%	13%	13%	11%	13%	14%	17%	13%	4%	15%	15%	14%	23%
Small business expenses	10%	15%	6%	10%	7%	17%	7%	9%	10%	15%	8%	13%	5%	7%	8%	6%	12%	12%	12%
Education	7%	6%	9%	7%	10%	6%	16%	5%	6%	4%	5%	7%	9%	8%	5%	5%	9%	9%	10%
Auto purchase	3%	3%	2%	2%	6%	6%	3%	3%	2%	3%	3%	3%	2%	2%	3%	1%	4%	2%	3%
Don't know	3%	2%	3%	2%	6%		1%	7%	2%	1%		2%	2%	3%	4%	1%	3%	1%	3%
Wedding	2%	2%	2%	2%	1%		6%		1%	1%	3%	2%	1%	2%	2%		4%	3%	1%
Elder care	2%	1%	2%	1%	1%	4%	1%	1%	2%	3%	5%	2%		2%	3%	3%	2%	1%	
Birth of child	2%	0%	3%	2%			5%	2%	1%			2%	2%		1%	3%	2%	1%	

- 41% of respondents with credit card debt in excess of \$3,000 are using their credit cards to cover day to day expenses. Low income respondents, singles and young respondents are the most likely.

**Q9. How much of your monthly gross income do you spend on your total debt expenses (mortgage, credit cards, loans, etc.) each month?
Base=Respondents with debt (n=1,270)**

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1270	589	681	1010	151	106	285	278	361	267	76	752	273	238	290	248	311	204	206
About 2/3	27%	24%	28%	25%	32%	31%	32%	31%	25%	20%	25%	27%	27%	25%	30%	34%	28%	23%	16%
About 1/2	20%	18%	22%	21%	15%	21%	20%	23%	21%	21%	9%	22%	19%	18%	19%	18%	22%	23%	18%
About 1/3	18%	21%	16%	19%	15%	12%	18%	18%	17%	21%	14%	18%	18%	19%	14%	11%	18%	21%	31%
About 1/4	13%	13%	13%	12%	16%	12%	11%	12%	15%	13%	16%	12%	14%	14%	13%	13%	13%	13%	11%
Less than 1/4	22%	24%	21%	22%	22%	24%	20%	17%	22%	25%	36%	21%	23%	24%	23%	24%	19%	20%	24%

- Young respondents spend more of their income on debt than older respondents.
- Low income respondents spend more of their income on debt than higher income respondents.

Q10. How comfortable are you with the amount of overall debt your household has outstanding?

Base=Respondents with debt (n=1,270)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1270	589	681	1010	151	106	285	278	361	267	76	752	273	238	290	248	311	204	206
1= Not at all comfortable	28%	24%	31%	28%	31%	28%	34%	30%	29%	22%	18%	27%	31%	27%	40%	27%	29%	21%	18%
2	20%	18%	22%	19%	23%	26%	23%	24%	17%	19%	13%	21%	19%	17%	19%	23%	23%	17%	18%
3	25%	25%	25%	25%	25%	24%	26%	23%	27%	24%	25%	23%	27%	29%	21%	28%	23%	31%	24%
4	16%	18%	13%	17%	13%	10%	11%	14%	17%	19%	21%	16%	12%	18%	13%	13%	16%	16%	22%
5= Extremely comfortable	11%	14%	8%	12%	8%	11%	6%	9%	11%	16%	22%	12%	10%	8%	7%	8%	9%	16%	18%
AVERAGE RATING	2.6	2.8	2.5	2.7	2.4	2.5	2.3	2.5	2.6	2.9	3.2	2.7	2.5	2.6	2.3	2.5	2.5	2.9	3.0

- Low income respondents are less comfortable with their outstanding debt than high income.
- Young respondents are less comfortable with their outstanding debt than older respondents.

Q11. Which of the following best describe your approach to managing your household's overall debt?

Base=Respondents who have debt (n=1,270)

Multiple Responses Allowed

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1270	589	681	1010	151	106	285	278	361	267	76	752	273	238	290	248	311	204	206
Pay as much as possible, more than min	77%	78%	77%	79%	71%	73%	75%	78%	78%	80%	75%	78%	76%	77%	68%	73%	81%	84%	84%
Make minimum payments	16%	13%	19%	14%	23%	18%	23%	17%	14%	11%	11%	15%	18%	15%	23%	17%	14%	10%	12%
Roll credit cards to lower interest card	14%	15%	13%	14%	11%	16%	16%	12%	13%	13%	18%	16%	14%	8%	8%	10%	17%	18%	16%
Downsize home & lifestyle/ save more/ stop using cards	12%	8%	15%	11%	15%	12%	14%	13%	11%	12%	7%	11%	14%	13%	15%	12%	14%	6%	9%
Refinance home, take cash out to consolidate	4%	4%	5%	4%	5%	8%	4%	5%	5%	5%	3%	5%	4%	4%	3%	3%	6%	5%	5%
Personal loan to consolidate	3%	4%	3%	3%	3%	7%	6%	3%	4%	1%		3%	6%	2%	5%	3%	4%	4%	1%
Home equity loan/ line of credit to consolidate	3%	4%	3%	4%	2%	3%	2%	3%	4%	3%	4%	4%	4%	2%	2%	1%	5%	4%	5%
Other	3%	3%	2%	2%	3%	7%	3%	3%	1%	3%	4%	2%	5%	2%	3%	4%	3%	1%	1%
Pay off credit cards each month	2%	3%	2%	2%		2%	0%	1%	2%	3%	8%	3%	1%	1%	0%	0%	2%	4%	4%
Don't know	0%		0%	0%						1%		0%		0%	0%		0%		

- Young respondents are more likely to pay only the minimum than older respondents.
- Lower income respondents are more likely to pay only the minimum than higher income respondents.

Q12. Please indicate whether you have ever done any of the following?

Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/Div/ Wid	< \$35k	\$35k-\$50k	\$50k-\$75k	\$75k-100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Made late payment/ missed payment	52%	47%	57%	49%	72%	53%	60%	55%	53%	48%	35%	47%	57%	61%	69%	60%	48%	36%	41%
None of these	30%	33%	28%	32%	17%	34%	27%	27%	31%	32%	39%	31%	34%	24%	22%	30%	31%	37%	36%
Gone over credit limit on any credit card	27%	25%	29%	25%	42%	26%	37%	29%	27%	19%	15%	25%	29%	31%	36%	28%	24%	26%	18%
Owed money on existing auto loan when replaced it	16%	16%	17%	17%	11%	10%	20%	20%	11%	18%	12%	20%	8%	15%	12%	16%	16%	20%	19%
Bought car with large down payment to obtain smaller loan	12%	13%	10%	12%	8%	14%	9%	11%	12%	13%	15%	14%	8%	10%	7%	9%	14%	15%	15%
Borrowed against home to pay off credit card or loan	10%	12%	8%	11%	5%	8%	7%	12%	10%	10%	10%	13%	5%	8%	5%	8%	11%	13%	14%
Borrowed against home to consolidate, then charged more	8%	9%	7%	8%	6%	8%	6%	9%	10%	8%	6%	10%	5%	8%	5%	7%	7%	13%	11%
Borrowed against home to buy luxury items	2%	2%	2%	2%	1%	3%	1%	2%	2%	3%	4%	3%	2%	1%	1%	1%	2%	5%	3%
Bought more expensive home than intended	2%	2%	2%	2%	1%	4%	3%	3%	2%	1%	1%	2%	2%	3%	2%	1%	2%	2%	3%
Borrowed against home to pay for college	2%	3%	1%	2%	3%	4%	2%	1%	2%	4%	1%	2%	1%	3%	2%	1%	2%	2%	5%

- African Americans and respondents with low incomes are the most likely to have made a late payment/missed a payment or gone over the credit limit.
- Females are more likely than males and younger respondents are more likely than older respondents to have made a late payment/missed a payment or gone over the credit limit.

**Q13. When you borrow money, how knowledgeable are you about your lending options and associated costs?
Base=Total Respondents (n=1,499)**

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
1=Not at all knowledgeable	7%	5%	10%	7%	10%	10%	12%	9%	7%	6%		6%	12%	7%	14%	4%	8%	4%	3%
2	12%	10%	14%	11%	11%	18%	14%	12%	13%	11%	4%	10%	14%	13%	19%	14%	11%	7%	5%
3	32%	32%	32%	32%	37%	26%	34%	36%	33%	28%	23%	30%	34%	39%	36%	38%	30%	29%	28%
4	27%	31%	24%	28%	26%	22%	21%	24%	30%	28%	44%	30%	23%	24%	15%	25%	32%	33%	36%
5=Extremely knowledgeable	21%	22%	20%	21%	15%	24%	19%	19%	17%	27%	30%	24%	17%	17%	16%	18%	20%	26%	28%
AVERAGE RATING	3.4	3.6	3.3	3.5	3.2	3.3	3.2	3.3	3.4	3.6	4.0	3.6	3.2	3.3	3.0	3.4	3.5	3.7	3.8

- Upper income respondents are more knowledgeable than lower income respondents about lending options and associated costs.
- Respondents age 55 and older are more knowledgeable than younger respondents.

**Q14. Which one of the following best describes your approach to managing your household's credit card debt?
Base=Total Respondents (n=1,499)**

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
No credit card/ don't use cards	15%	13%	17%	13%	25%	17%	18%	15%	17%	11%	5%	11%	21%	18%	29%	18%	10%	3%	6%
Pay entire credit card each month	31%	35%	26%	32%	14%	34%	22%	26%	28%	40%	50%	33%	29%	27%	19%	23%	29%	44%	46%
Pay as much as possible	46%	45%	46%	46%	51%	38%	46%	47%	47%	43%	43%	47%	41%	47%	37%	48%	54%	48%	44%
Pay minimum payment each month	7%	5%	9%	7%	7%	8%	11%	8%	6%	5%	2%	7%	6%	7%	11%	9%	6%	5%	3%
Skip payments/ pay finance charge	1%	2%	1%	1%	2%	2%	3%	2%	1%	1%		2%	2%	1%	3%	2%	1%	0%	1%
Don't know	0%	1%	0%	0%	1%	1%		1%	0%	1%	1%	1%	0%	0%	1%	1%			1%

- Seniors and upper income are the most likely to pay off their balance each month.

Q15. To manage your credit card debt, have you ever done any of the following?

Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k-\$50k	\$50k-\$75k	\$75k-100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
None of these	45%	47%	44%	45%	47%	47%	43%	39%	44%	50%	62%	44%	50%	44%	54%	43%	43%	43%	43%
Switched credit cards to get low interest rate	37%	34%	39%	38%	30%	33%	38%	43%	36%	32%	31%	40%	32%	34%	26%	36%	41%	43%	43%
Used home equity loan/ line of credit to pay credit cards	11%	11%	11%	12%	5%	9%	7%	14%	11%	13%	9%	14%	6%	9%	5%	9%	12%	15%	17%
Downsized home/ lifestyle to reduce need for cards	11%	9%	12%	11%	7%	12%	15%	13%	10%	7%	4%	10%	11%	11%	10%	11%	13%	9%	9%
Declared bankruptcy	10%	11%	9%	10%	14%	10%	8%	11%	14%	9%	9%	9%	10%	15%	16%	13%	8%	6%	5%
Used mortgage refinancing to pay credit cards	9%	9%	8%	9%	5%	10%	5%	11%	8%	10%	6%	10%	5%	8%	5%	7%	9%	12%	11%
Taken personal loan to pay credit cards	8%	9%	7%	8%	10%	8%	9%	10%	8%	6%	4%	8%	9%	8%	7%	10%	7%	9%	7%
Borrowed from a friend/ family to pay credit cards	7%	6%	8%	7%	9%	11%	15%	8%	5%	4%	1%	6%	11%	7%	11%	9%	6%	4%	4%

Q16. Have you ever consolidated your credit card debt and then accrued unmanageable debt again?
Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Yes	17%	15%	18%	18%	13%	14%	15%	18%	20%	13%	12%	17%	14%	17%	15%	20%	18%	20%	12%
No	82%	84%	80%	81%	84%	85%	81%	80%	79%	86%	88%	82%	82%	82%	82%	80%	81%	80%	87%
Don't know	1%	1%	2%	1%	3%	2%	3%	1%	1%	1%	1%	1%	3%	1%	3%	0%	2%	0%	1%

Q17. Why did you choose the credit card(s) you have? Base=Respondents with credit cards (n=1,279)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1279	624	655	1048	124	104	260	262	363	292	100	755	279	239	267	241	318	221	218
No annual fee	60%	61%	60%	62%	50%	57%	60%	57%	58%	65%	64%	61%	60%	58%	57%	60%	60%	63%	63%
Satisfied with interest rate & terms	46%	46%	46%	48%	45%	35%	51%	46%	42%	44%	59%	49%	43%	43%	43%	47%	49%	46%	46%
No finance charges when pay balance in full each mo.	38%	43%	33%	40%	25%	32%	28%	31%	33%	53%	61%	40%	35%	36%	33%	31%	41%	40%	45%
Offered free rewards	34%	34%	34%	36%	20%	38%	33%	36%	32%	38%	29%	35%	38%	27%	25%	25%	34%	39%	50%
Notice in mail that you were pre-approved	26%	25%	27%	24%	41%	31%	31%	34%	26%	20%	16%	25%	29%	29%	36%	32%	24%	20%	18%
No inactivity penalties	16%	19%	14%	17%	10%	16%	16%	11%	15%	22%	22%	17%	14%	18%	18%	17%	18%	13%	15%
Other	10%	8%	12%	9%	10%	13%	12%	10%	11%	7%	7%	9%	11%	9%	12%	10%	11%	6%	9%

- No annual fee was selected most frequently across demographics.
- No finance charges when the balance is paid in full was selected more frequently among males than females, more frequently among older respondents than younger respondents, and more frequently among higher income respondents than lower income respondents.
- Pre-approval notice in the mail was selected more frequently among African Americans than among White respondents, more frequently among younger respondents than older, and more frequently among lower income respondents than higher income respondents.

Q18. Have you had any of the following surprises (with your credit cards)?

Base=Respondents with credit cards (n=1,279)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1279	624	655	1048	124	104	260	262	363	292	100	755	279	239	267	241	318	221	218
No surprises	65%	67%	63%	66%	62%	57%	60%	60%	64%	72%	74%	68%	61%	60%	53%	68%	65%	71%	70%
Teaser rate	14%	13%	15%	14%	10%	18%	16%	18%	13%	12%	12%	14%	16%	13%	16%	12%	15%	14%	14%
Unexpected over limit fees charged	12%	13%	12%	11%	19%	13%	16%	13%	11%	13%	5%	11%	14%	15%	22%	7%	13%	7%	11%
Unexpected annual fees	11%	10%	12%	11%	15%	13%	14%	12%	11%	10%	4%	10%	12%	13%	16%	8%	9%	13%	9%
Unexpected finance charge	9%	9%	9%	9%	6%	10%	8%	9%	10%	9%	5%	9%	10%	8%	10%	7%	10%	6%	9%
Unexpected fees for an ATM	9%	9%	8%	7%	13%	14%	11%	8%	7%	8%	10%	7%	10%	13%	15%	9%	6%	5%	7%
Other unexpected charges	7%	8%	7%	7%	5%	12%	9%	8%	8%	7%	3%	6%	10%	8%	12%	7%	7%	5%	5%
Unexpected balance transfer fee	6%	5%	6%	6%	2%	4%	6%	6%	5%	6%	7%	6%	6%	6%	7%	6%	5%	5%	5%
Unexpected inactivity charges added	5%	5%	4%	5%	3%	7%	5%	6%	4%	5%	3%	4%	6%	6%	9%	5%	4%	4%	3%

- Low income respondents are more likely to have been surprised by at least one item on this list than higher income respondents.
- Young respondents are more concerned than older respondents.

Q19. How concerned are you about your credit card debt?

Base=Respondents with credit cards who do not pay full balance each month
(n=821)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	821	373	448	658	100	61	190	180	240	161	48	480	176	161	196	172	214	122	111
1= Not at all concerned	7%	7%	6%	6%	11%	8%	7%	6%	8%	6%	8%	7%	7%	6%	9%	4%	7%	7%	8%
2	16%	18%	14%	17%	12%	18%	15%	18%	14%	17%	21%	15%	15%	20%	14%	19%	14%	15%	18%
3	27%	27%	27%	28%	27%	18%	22%	24%	29%	32%	33%	28%	22%	30%	18%	30%	28%	29%	35%
4	22%	21%	24%	22%	27%	23%	26%	23%	20%	22%	21%	23%	26%	18%	21%	22%	24%	24%	21%
5= Extremely concerned	28%	27%	28%	28%	23%	33%	31%	29%	29%	23%	17%	27%	30%	25%	37%	26%	27%	25%	18%
AVERAGE RATING	3.5	3.4	3.5	3.5	3.4	3.5	3.6	3.5	3.5	3.4	3.2	3.5	3.6	3.4	3.6	3.5	3.5	3.5	3.2

- Lower income respondents are more concerned about their credit card debt than higher income respondents.

Q20. Which of the following comes closest to your total household credit card debt?

Base=Respondents with credit cards, who do not pay full balance each month (n=821)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	821	373	448	658	100	61	190	180	240	161	48	480	176	161	196	172	214	122	111
Less than \$3k	31%	28%	32%	29%	36%	34%	34%	32%	29%	31%	23%	27%	34%	39%	43%	37%	26%	24%	16%
\$3k to < \$5k	16%	15%	16%	16%	18%	7%	15%	14%	16%	17%	15%	15%	15%	19%	15%	21%	11%	21%	13%
\$5k to < \$10k	19%	21%	18%	20%	16%	11%	18%	18%	20%	19%	21%	20%	14%	22%	17%	17%	24%	14%	22%
\$10k to < \$15k	11%	9%	12%	11%	7%	16%	16%	10%	9%	9%	6%	12%	13%	5%	10%	8%	14%	11%	10%
\$15k to < \$20k	7%	8%	7%	7%	12%	7%	5%	7%	8%	9%	13%	7%	9%	6%	5%	5%	8%	5%	17%
\$20k to < \$30k	7%	8%	6%	7%	4%	16%	6%	7%	8%	7%	6%	9%	6%	3%	3%	6%	7%	14%	8%
\$30k or more	5%	7%	4%	5%	5%	7%	3%	8%	5%	4%	8%	6%	5%	2%	4%	1%	7%	6%	10%
DK/ No answer	5%	3%	5%	5%	2%	2%	3%	4%	5%	4%	8%	5%	5%	4%	4%	5%	4%	6%	5%

- Higher income respondents report carrying more credit card debt than lower income respondents. 45% of respondents with incomes of \$100,000 or more (who carry credit debt) owe at least \$10,000 on credit cards.

Q22. Do you own your primary residence? Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Own primary residence pay mortgage	52%	52%	51%	53%	42%	47%	42%	60%	52%	55%	41%	66%	30%	37%	25%	44%	61%	69%	72%
Own primary residence outright no mortgage	17%	20%	15%	19%	8%	15%	4%	11%	19%	26%	44%	17%	15%	19%	17%	20%	16%	18%	16%
Planning to purchase within next 12 months	10%	8%	12%	8%	23%	15%	21%	10%	7%	5%	2%	8%	14%	11%	14%	12%	9%	7%	6%
Do not own home/ no plans to purchase	21%	20%	22%	20%	27%	22%	32%	18%	22%	15%	13%	9%	40%	32%	44%	24%	14%	6%	6%

- White respondents are more likely than African American respondents to own a home.
- The likelihood of owning a home increases with age and income.

Q23. Do you have more than one mortgage on your primary residence?

Base=Respondents who pay a mortgage (n=772)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	772	372	400	642	70	59	134	187	228	179	43	557	107	108	95	130	214	156	168
Yes	19%	21%	18%	19%	20%	20%	22%	20%	17%	18%	23%	21%	19%	14%	12%	15%	21%	22%	23%
No	81%	79%	82%	81%	80%	80%	78%	80%	83%	82%	77%	79%	81%	86%	88%	85%	79%	78%	77%

- Higher income respondents are more likely than lower income respondents to have more than one mortgage.

Q24+28. What kind of mortgage is your (first) mortgage on your primary residence?

Base=Respondents who pay a mortgage (n=772)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k-\$50k	\$50k-\$75k	\$75k-\$100k	\$100k or more
RESPONDENTS	772	372	400	642	70	59	134	187	228	179	43	557	107	108	95	130	214	156	168
Fixed rate	84%	86%	82%	85%	86%	64%	73%	88%	83%	87%	88%	85%	85%	79%	78%	82%	86%	84%	85%
Adjustable rate	14%	13%	15%	13%	10%	31%	21%	11%	14%	11%	12%	13%	12%	19%	17%	14%	11%	15%	14%
Other	1%		1%	0%	1%		1%		1%			0%	2%		2%	1%	0%		
Don't know	2%	1%	3%	2%	3%	5%	4%	1%	2%	2%		2%	1%	2%	3%	3%	3%	1%	1%

- Younger respondents are more likely than older respondents to have an ARM.

Q25+29. Which of the following comes closest to the interest rate you are currently paying on your (first) mortgage for your primary residence?

Base=Respondents who pay a mortgage (n=772)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	772	372	400	642	70	59	134	187	228	179	43	557	107	108	95	130	214	156	168
Less than 4%	2%	2%	1%	2%	1%		1%	2%	1%	3%		1%	3%	2%	3%	2%	1%	1%	2%
4.0% to < 5.0%	12%	10%	13%	13%	4%	14%	13%	10%	14%	11%	12%	13%	9%	9%	8%	9%	9%	16%	15%
5.0% to < 5.5%	17%	17%	18%	19%	4%	17%	17%	19%	17%	16%	19%	19%	12%	16%	6%	10%	18%	20%	26%
5.5% to < 6.0%	16%	16%	16%	17%	10%	5%	17%	19%	10%	18%	21%	15%	21%	18%	16%	13%	16%	16%	17%
6.0% to < 6.5%	20%	22%	19%	19%	24%	24%	17%	21%	19%	21%	28%	21%	26%	11%	22%	18%	19%	23%	20%
6.5% to < 7.0%	11%	11%	10%	10%	10%	14%	12%	10%	11%	11%	9%	11%	3%	16%	13%	8%	13%	10%	10%
7.0% to < 8.0%	11%	11%	11%	9%	27%	12%	9%	9%	13%	12%	7%	10%	9%	17%	13%	19%	11%	6%	7%
8.0% or more	7%	8%	6%	7%	13%	8%	6%	5%	11%	7%	2%	7%	8%	6%	15%	14%	7%	4%	1%
Don't know	5%	2%	7%	4%	6%	7%	7%	4%	5%	3%	2%	4%	8%	6%	4%	8%	6%	3%	2%

- African Americans have higher interest rates than Whites.
- Lower income respondents have higher interest rates than higher income respondents.

Q24. What kind of mortgage is your first mortgage on your primary residence?

Base=Respondents with more than one mortgage (n=150)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	150	79	71	124	14	12	30	38	38	33	10	115	20	15	11	19	44	35	39
Fixed rate	82%	81%	83%	85%	79%	58%	67%	92%	79%	85%	90%	82%	80%	87%	64%	84%	84%	86%	82%
Adjustable rate	15%	18%	11%	13%	14%	33%	23%	8%	18%	12%	10%	17%	10%	7%	18%	11%	14%	11%	18%
Other	1%		1%	1%			3%						5%		9%				
Don't know	3%	1%	4%	2%	7%	8%	7%		3%	3%		2%	5%	7%	9%	5%	2%	3%	

Q25. Which of the following comes closest to the interest rate you are currently paying on your first mortgage for your primary residence?

Base=Respondents with more than one mortgage (n=150)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	150	79	71	124	14	12	30	38	38	33	10	115	20	15	11	19	44	35	39
Less than 4%	1%	1%		1%						3%		1%					2%		
4.0% to < 5.0%	6%	6%	6%	7%			7%	5%	5%	9%		8%			11%	2%	3%	13%	
5.0% to < 5.5%	16%	18%	14%	17%		25%	17%	16%	13%	18%	10%	17%	5%	27%		11%	18%	17%	18%
5.5% to < 6.0%	13%	10%	17%	15%	7%	8%	13%	13%	16%	15%		16%		13%	9%	16%	9%	17%	15%
6.0% to < 6.5%	27%	30%	24%	27%	29%	33%	30%	26%	21%	24%	60%	26%	50%	7%	27%	16%	23%	29%	36%
6.5% to < 7.0%	12%	15%	8%	12%	21%		13%	13%	5%	12%	30%	12%	10%	13%	18%		23%	11%	5%
7.0% to < 8.0%	12%	6%	18%	11%	21%	8%	7%	13%	18%	12%		10%	5%	33%	9%	16%	14%	11%	10%
8.0% or more	7%	10%	3%	7%	7%		3%	3%	18%	3%		6%	15%		27%	16%	5%	6%	
Don't know	6%	3%	10%	3%	14%	25%	10%	11%	3%	3%		4%	15%	7%	9%	16%	5%	6%	3%

Q26. What kind of mortgage is your second mortgage on your primary residence?

Base=Respondents with more than one mortgage (n=150)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	150	79	71	124	14	12	30	38	38	33	10	115	20	15	11	19	44	35	39
Fixed rate	56%	62%	49%	54%	79%	50%	50%	63%	50%	52%	80%	54%	60%	67%	36%	63%	55%	51%	62%
Adjustable rate	24%	23%	25%	25%	7%	33%	33%	18%	24%	24%	20%	26%	20%	13%	27%	11%	23%	31%	26%
Other	10%	10%	10%	12%			3%	8%	16%	15%		11%		13%		11%	11%	14%	8%
Don't know	10%	5%	15%	9%	14%	17%	13%	11%	11%	9%		9%	20%	7%	36%	16%	11%	3%	5%

Q27. Which of the following comes closest to the interest rate you are currently paying on your second mortgage for your primary residence?

Base=Respondents with more than one mortgage (n=150)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	150	79	71	124	14	12	30	38	38	33	10	115	20	15	11	19	44	35	39
Less than 4%	1%	3%		2%				3%	3%			1%	5%						5%
4.0% to < 5.0%	6%	6%	6%	6%	14%		7%	3%	8%	6%	10%	7%		7%	5%	11%	6%	3%	
5.0% to < 5.5%	4%	5%	3%	4%		8%	3%	3%	5%	3%		3%	10%		9%	11%		5%	
5.5% to < 6.0%	7%	8%	7%	7%	7%	8%		5%	16%	9%		8%		13%	9%	11%	5%	3%	13%
6.0% to < 6.5%	9%	9%	10%	10%	7%		3%	11%	5%	6%	50%	11%		7%		16%	9%	6%	10%
6.5% to < 7.0%	10%	10%	10%	10%		17%	10%	8%	5%	15%	20%	10%	10%	7%	9%	5%	9%	14%	10%
7.0% to < 8.0%	21%	24%	17%	19%	36%	17%	17%	21%	29%	18%	10%	20%	20%	27%		16%	23%	29%	21%
8.0% or more	26%	27%	25%	28%	7%	25%	43%	29%	16%	27%		24%	30%	33%	27%	11%	32%	31%	23%
Don't know	15%	9%	23%	13%	29%	25%	17%	18%	13%	15%	10%	15%	25%	7%	45%	26%	11%	11%	10%

Q28. What kind of mortgage do you have on your primary residence?

Base=Respondents with one mortgage (n=622)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	622	293	329	518	56	47	104	149	190	146	33	442	87	93	84	111	170	121	129
Fixed rate	84%	87%	81%	86%	88%	66%	75%	87%	84%	88%	88%	85%	86%	77%	80%	82%	86%	83%	86%
Adjustable rate	14%	12%	15%	13%	9%	30%	20%	12%	14%	10%	12%	12%	13%	22%	17%	14%	10%	17%	13%
Other	0%		1%	0%	2%		1%		1%			0%	1%		1%	1%			
Don't know	2%	1%	2%	2%	2%	4%	4%	1%	2%	2%		2%		1%	2%	3%	3%		1%

Q29. Which of the following comes closest to the interest rate you are currently paying on your mortgage for your primary residence?

Base=Respondents with one mortgage (n=622)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	622	293	329	518	56	47	104	149	190	146	33	442	87	93	84	111	170	121	129
Less than 4%	2%	3%	1%	2%	2%		2%	3%	1%	3%		2%	3%	2%	4%	2%	1%	2%	2%
4.0% to < 5.0%	13%	12%	15%	14%	5%	17%	14%	11%	16%	11%	15%	14%	11%	11%	10%	9%	11%	20%	16%
5.0% to < 5.5%	18%	17%	18%	19%	5%	15%	17%	19%	18%	15%	21%	19%	14%	14%	7%	10%	18%	21%	29%
5.5% to < 6.0%	16%	17%	16%	18%	11%	4%	18%	21%	8%	18%	27%	14%	25%	18%	17%	13%	18%	16%	18%
6.0% to < 6.5%	18%	19%	18%	18%	23%	21%	13%	20%	19%	20%	18%	19%	21%	12%	21%	18%	18%	21%	15%
6.5% to < 7.0%	10%	10%	11%	10%	7%	17%	12%	9%	12%	10%	3%	11%	1%	16%	12%	9%	11%	10%	11%
7.0% to < 8.0%	10%	12%	9%	8%	29%	13%	10%	7%	12%	12%	9%	10%	10%	14%	13%	20%	11%	4%	6%
8.0% or more	7%	8%	7%	6%	14%	11%	7%	6%	9%	8%	3%	7%	7%	8%	13%	14%	8%	4%	2%
Don't know	4%	2%	6%	4%	4%	2%	7%	3%	5%	3%	3%	3%	7%	5%	4%	6%	6%	2%	2%

Q30. (If planning to purchase a home) What kind of mortgage will you consider for your primary residence?

Base=Respondents who plan to purchase a home in next 12 months (n=149)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	149	54	95	92	38	19	68	32	29	17	2	65	50	33	51	35	33	17	13
Fixed rate	62%	74%	56%	65%	58%	58%	63%	41%	79%	76%	50%	66%	62%	58%	43%	63%	76%	76%	85%
Other	35%	26%	40%	35%	34%	37%	35%	47%	24%	24%	50%	29%	34%	45%	55%	29%	24%	24%	15%
Adjustable rate	9%	9%	8%	7%	13%	11%	10%	16%	3%			8%	10%	9%	6%	11%	9%	12%	8%

Note the small sample sizes within segments. Interpret with caution.

- Younger respondents are more likely to consider an ARM than older respondents.

Q31. Do you understand how an adjustable rate mortgage or ARM works?

Base=Respondents who pay a mortgage or are planning to purchase a home in the next 12 months (n=921)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	921	426	495	734	108	78	202	219	257	196	45	622	157	141	146	165	247	173	181
Yes	81%	88%	75%	83%	67%	76%	69%	80%	85%	86%	89%	84%	71%	80%	55%	76%	83%	90%	93%
No	16%	10%	20%	13%	31%	21%	27%	17%	11%	11%	7%	12%	27%	16%	40%	18%	13%	9%	4%
Don't know	4%	2%	5%	4%	3%	4%	4%	3%	4%	3%	4%	4%	2%	4%	4%	6%	4%	1%	3%

- Younger respondents are more likely than older respondents to consider an ARM, but they are less likely to understand how an ARM works.
- Lower income respondents are less likely than higher income respondents to understand how an ARM works.
- African American respondents are less likely than White respondents to understand how an ARM works.

Q32. Thinking about your mortgage on your primary residence, did you ...

Base=Respondents who pay a mortgage (n=772)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	772	372	400	642	70	59	134	187	228	179	43	557	107	108	95	130	214	156	168
Shop for home then apply for mortgage	45%	49%	42%	46%	37%	46%	42%	37%	45%	56%	47%	47%	37%	43%	55%	52%	39%	43%	46%
Get pre-approved then shop for home	30%	28%	33%	31%	27%	24%	37%	33%	29%	25%	21%	30%	31%	31%	21%	21%	35%	36%	30%
Get pre-qualified then shop for home	18%	19%	18%	17%	26%	27%	16%	23%	20%	13%	19%	18%	25%	15%	13%	18%	21%	15%	20%
Don't know	6%	5%	8%	6%	10%	3%	5%	7%	6%	5%	14%	5%	7%	12%	12%	9%	5%	6%	4%

- Upper income respondents are more likely to have been pre-approved or pre-qualified than lower income respondents.
- Younger respondents are more likely than older respondents to have been pre-approved or pre-qualified.

Q33. When purchasing your primary residence did you spend ...

Base=Respondents who pay a mortgage (n=772)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	772	372	400	642	70	59	134	187	228	179	43	557	107	108	95	130	214	156	168
A lot less than lender would allow	22%	24%	20%	23%	16%	19%	17%	21%	21%	25%	35%	24%	13%	21%	17%	21%	20%	29%	21%
Somewhat less than lender would allow	31%	34%	29%	33%	19%	31%	27%	32%	35%	30%	35%	32%	27%	34%	18%	28%	28%	35%	43%
As much or about as much as the lender would allow	33%	31%	35%	31%	47%	37%	40%	36%	32%	30%	12%	32%	40%	30%	43%	34%	42%	21%	26%
Don't know	14%	12%	16%	13%	19%	14%	16%	11%	13%	15%	19%	12%	20%	15%	22%	17%	11%	15%	10%

- African American respondents are more likely than White respondents to spend as much as the lender would allow.
- Seniors are the most likely to spend less than the lender would allow.

**Q34. When you obtained the mortgage on your primary residence, how informed do you think you were about how much you could afford to spend on your home?
Base=Respondents who pay a mortgage (n=772)**

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	772	372	400	642	70	59	134	187	228	179	43	557	107	108	95	130	214	156	168
1= Not at all informed	4%	2%	5%	2%	11%	7%	7%	4%	3%	3%		3%	6%	5%	11%	5%	3%	3%	1%
2	6%	5%	7%	5%	9%	8%	5%	5%	7%	6%		4%	8%	9%	13%	6%	7%	4%	2%
3	23%	23%	24%	22%	34%	29%	27%	30%	22%	15%	21%	22%	31%	24%	23%	34%	24%	19%	19%
4	37%	38%	35%	39%	21%	32%	36%	30%	35%	44%	51%	39%	27%	34%	31%	34%	42%	34%	39%
5= Extremely informed	31%	31%	30%	32%	24%	24%	25%	30%	33%	32%	28%	32%	28%	28%	23%	22%	25%	39%	39%
AVERAGE RATING	3.8	3.9	3.8	3.9	3.4	3.6	3.7	3.8	3.9	4.0	4.1	3.9	3.6	3.7	3.4	3.6	3.8	4.0	4.1

- African American respondents were less informed than White respondents.
- Lower income respondents were less informed than higher income respondents.

Q35. Thinking about the mortgage on your primary residence, which of the following best describes the amount of the down payment?

Base=Respondents who pay a mortgage (n=772)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	772	372	400	642	70	59	134	187	228	179	43	557	107	108	95	130	214	156	168
None	18%	16%	19%	17%	21%	17%	23%	18%	17%	15%	14%	18%	16%	20%	25%	26%	19%	14%	10%
Less than 5%	16%	15%	17%	15%	21%	22%	24%	20%	15%	9%	9%	17%	17%	13%	18%	16%	19%	17%	12%
5% to 9.99%	14%	15%	13%	13%	20%	15%	16%	18%	12%	12%	5%	12%	20%	16%	15%	15%	14%	12%	14%
10% to 19.99%	18%	18%	18%	18%	21%	19%	14%	17%	21%	18%	19%	19%	14%	18%	15%	13%	19%	21%	19%
20% or more	28%	32%	25%	31%	6%	22%	16%	20%	29%	40%	47%	30%	22%	27%	17%	22%	25%	33%	38%
Don't know	6%	3%	9%	6%	10%	5%	6%	7%	6%	5%	7%	5%	11%	6%	11%	8%	5%	3%	7%

- White respondents put more down than African American respondents.
- Upper income respondents put more down than lower income respondents.

Q36. Thinking about the mortgage on your primary residence, did you pay or are you paying Private Mortgage Insurance (PMI)?
Base=Respondents who pay a mortgage (n=772)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	772	372	400	642	70	59	134	187	228	179	43	557	107	108	95	130	214	156	168
Yes	27%	25%	29%	26%	36%	27%	28%	37%	24%	25%	12%	27%	26%	29%	31%	30%	28%	27%	23%
No	62%	68%	56%	63%	49%	59%	54%	55%	62%	69%	81%	63%	54%	63%	55%	55%	61%	65%	67%
Don't know	11%	7%	15%	10%	16%	14%	18%	9%	14%	6%	7%	10%	20%	8%	15%	15%	11%	8%	10%

- White respondents are less likely than African American respondents to be paying PMI.
- Seniors are less likely than younger respondents to be paying PMI.
- Higher income respondents are less likely than lower income respondents to be paying PMI.

**Q37. Which of the following comes closest to the percentage of your gross monthly income that goes toward your monthly mortgage payment for your primary residence?
Base=Respondents who pay a mortgage (n=772)**

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	772	372	400	642	70	59	134	187	228	179	43	557	107	108	95	130	214	156	168
Less than 25%	31%	35%	28%	33%	24%	19%	20%	29%	32%	36%	53%	35%	21%	25%	17%	28%	29%	37%	40%
25% to <35%	29%	29%	29%	28%	36%	29%	31%	26%	30%	30%	30%	29%	32%	26%	23%	25%	29%	30%	35%
35% to <40%	12%	13%	12%	12%	13%	12%	16%	11%	13%	12%	7%	12%	13%	14%	17%	18%	13%	11%	7%
40% to <45%	6%	6%	6%	6%	3%	3%	4%	9%	7%	4%		4%	7%	11%	9%	5%	10%	3%	2%
45% to <50%	5%	5%	5%	5%	3%	8%	5%	6%	4%	6%		4%	7%	6%	3%	8%	4%	7%	2%
50% to <60%	4%	4%	4%	3%	3%	12%	8%	4%	2%	3%	5%	5%	1%	4%	5%	5%	4%	3%	4%
60% or more	4%	4%	3%	3%	6%	10%	2%	2%	5%	6%	2%	2%	7%	7%	11%	3%	3%	3%	2%
Don't know	9%	3%	14%	9%	13%	7%	13%	12%	8%	5%	2%	9%	13%	6%	15%	8%	8%	7%	8%

- Seniors are the most likely to be spending less than 25% of their income on their mortgage.
- Higher income respondents spend less of their income on their mortgage than lower income respondents.

Q38. Thinking about your primary residence, how many years total (from time of purchase) do you plan to keep it, before selling?

Base=Respondents who pay a mortgage (n=772)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	772	372	400	642	70	59	134	187	228	179	43	557	107	108	95	130	214	156	168
1 to < 4 years	9%	10%	9%	9%	14%	12%	13%	7%	11%	8%	5%	8%	11%	15%	11%	14%	10%	9%	5%
4 to < 8 years	16%	14%	17%	14%	24%	24%	31%	18%	11%	9%	9%	16%	21%	9%	14%	15%	18%	17%	13%
8 to < 12 years	15%	15%	15%	15%	9%	15%	18%	17%	16%	11%	7%	14%	19%	14%	20%	15%	11%	15%	15%
12 or more	60%	61%	60%	62%	53%	49%	38%	58%	62%	73%	79%	62%	50%	62%	56%	56%	61%	58%	66%

- Older respondents plan to keep their home longer than younger respondents.

Q39. Thinking about your mortgage for your primary residence, did you pay closing costs outright or roll them into the mortgage?

Base=Respondents who pay a mortgage (n=772)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- \$100k	\$100k or more
RESPONDENTS	772	372	400	642	70	59	134	187	228	179	43	557	107	108	95	130	214	156	168
Paid outright	40%	44%	37%	41%	36%	34%	37%	40%	37%	45%	44%	40%	42%	40%	37%	35%	43%	37%	45%
Rolled into mortgage	37%	35%	39%	38%	26%	36%	38%	36%	39%	36%	28%	37%	32%	41%	35%	38%	37%	42%	32%
Didn't pay closing costs	15%	16%	14%	13%	27%	19%	16%	12%	18%	13%	19%	16%	15%	8%	18%	15%	13%	17%	14%
Don't know	8%	5%	11%	7%	11%	12%	9%	12%	6%	6%	9%	7%	11%	11%	12%	7%	4%	9%	

Q40. In general, how difficult is it to make your monthly mortgage payments?

Base=Respondents who pay a mortgage (n=772)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	772	372	400	642	70	59	134	187	228	179	43	557	107	108	95	130	214	156	168
1= Not at all difficult	45%	44%	45%	45%	49%	36%	35%	44%	43%	52%	53%	47%	33%	44%	26%	38%	40%	49%	61%
2	22%	20%	23%	22%	19%	19%	25%	25%	21%	15%	23%	20%	30%	19%	17%	22%	26%	20%	19%
3	21%	25%	18%	21%	17%	24%	21%	21%	22%	20%	16%	21%	24%	19%	28%	27%	22%	20%	13%
4	8%	7%	9%	7%	10%	14%	13%	5%	9%	8%	5%	8%	7%	11%	15%	8%	8%	7%	5%
5= Extremely difficult	5%	4%	5%	4%	4%	8%	5%	5%	4%	4%	2%	4%	7%	7%	14%	5%	2%	4%	2%
Don't know	0%	0%			1%					1%				1%			0%		
AVERAGE RATING	2.1	2.1	2.1	2.0	2.1	2.4	2.3	2.0	2.1	2.0	1.8	2.0	2.2	2.2	2.7	2.2	2.1	2.0	1.7

- Low income respondents have the most difficulty making their mortgage payments.

Q41. When you got your adjustable rate mortgage (ARM) were you aware your mortgage would adjust to a different rate?

Base=Respondents with an ARM (n=132)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	132	61	71	105	7	20	34	26	39	26	7	94	15	23	18	19	31	32	31
Yes	91%	93%	89%	95%	57%	80%	91%	96%	87%	88%	100%	94%	87%	83%	72%	95%	87%	97%	97%
No	8%	7%	10%	4%	43%	20%	9%		13%	12%		6%	13%	13%	22%	5%	13%	3%	3%
Don't know	1%		1%	1%				4%						4%	6%				

Note the small sample sizes within segments. Interpret with caution.

Q42. Has your adjustable rate mortgage (ARM) adjusted? Base=Respondents with an ARM (n=132)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	132	61	71	105	7	20	34	26	39	26	7	94	15	23	18	19	31	32	31
Yes	43%	46%	41%	45%	29%	40%	29%	38%	51%	54%	43%	38%	40%	65%	61%	63%	48%	25%	32%
No	51%	52%	49%	50%	57%	50%	59%	54%	44%	46%	57%	56%	47%	30%	33%	26%	45%	72%	61%
Don't know	6%	2%	10%	5%	14%	10%	12%	8%	5%			5%	13%	4%	6%	11%	6%	3%	6%

**Q43. How worried are you about making your monthly payments after your adjustable rate mortgage (ARM) resets?
Base=Respondents whose ARM rate has not adjusted (n=75)**

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	75	33	42	58	5	12	24	16	19	12	4	58	9	8	7	7	16	24	21
1= Not at all worried	27%	24%	29%	26%	20%	33%	25%	38%	16%	33%	25%	28%	33%	13%		29%	6%	29%	48%
2	20%	18%	21%	26%			21%	19%	21%	8%	50%	24%	11%			19%	29%	24%	
3	25%	39%	14%	21%	60%	33%	13%	31%	32%	42%		24%	33%	25%	43%	14%	50%	13%	19%
4	13%	9%	17%	16%		8%	13%	13%	16%	8%	25%	7%	22%	50%	29%	29%	6%	13%	10%
5= Extremely worried	15%	9%	19%	12%	20%	25%	29%		16%	8%		17%		13%	29%	29%	19%	17%	
AVERAGE RATING	2.7	2.6	2.8	2.6	3.0	2.9	3.0	2.2	2.9	2.5	2.3	2.6	2.4	3.5	3.9	3.3	3.1	2.6	1.9

Note the small sample sizes within segments. Interpret with caution.

Q44. Thinking about your current payments on your ARM, is it ...

Base=Respondents whose ARM has adjusted (n=57)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	57	28	29	47	2	8	10	10	20	14	3	36	6	15	11	12	15	8	10
Less than before it adjusted	4%		7%	2%		13%	20%					3%		7%			7%	13%	
About the same as before it adjusted	28%	21%	34%	32%		13%	10%	40%	30%	21%	67%	36%		20%	18%	33%	20%	13%	50%
More than before it adjusted/ still can afford	51%	64%	38%	49%	100%	50%	50%	40%	55%	57%	33%	50%	67%	47%	55%	42%	60%	50%	50%
More than before it adjusted/ can't afford	16%	11%	21%	15%		25%	20%	20%	10%	21%		11%	17%	27%	27%	17%	13%	25%	
Don't know	2%	4%		2%									17%			8%			

Note the small sample sizes within segments. Interpret with caution.

Q46. Which of the following do you know about your ARM?

Base=Respondents with an ARM (n=132)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k-\$50k	\$50k-\$75k	\$75k-100k	\$100k or more
RESPONDENTS	132	61	71	105	7	20	34	26	39	26	7	94	15	23	18	19	31	32	31
The interest rate cap(s)	45%	57%	35%	47%	43%	40%	35%	35%	51%	62%	43%	52%	40%	22%	11%	37%	45%	53%	61%
Your adjustment schedule	43%	59%	30%	43%	57%	40%	38%	38%	41%	58%	43%	49%	33%	26%	11%	32%	39%	66%	52%
Not sure about any of the above	37%	21%	51%	35%	43%	45%	50%	38%	36%	23%	29%	32%	53%	48%	67%	47%	39%	25%	26%
The index your ARM is tied to	37%	52%	24%	38%	57%	25%	24%	42%	36%	46%	57%	41%	20%	30%	17%	21%	29%	50%	52%
The interest rate ceiling	32%	41%	24%	32%	43%	25%	24%	42%	26%	46%	14%	34%	27%	26%	6%	16%	39%	38%	45%

Note the small sample sizes within segments. Interpret with caution.

- Female respondents, young respondents, and low income respondents are the least likely to understand the terms of their ARM.

**Q47. Have you ever refinanced the mortgage on your primary residence to get a better rate?
Base=Respondents who pay a mortgage (n=772)**

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	772	372	400	642	70	59	134	187	228	179	43	557	107	108	95	130	214	156	168
Yes	52%	54%	50%	54%	43%	42%	24%	48%	59%	67%	58%	54%	36%	56%	43%	48%	49%	60%	56%
No	47%	45%	49%	46%	56%	56%	75%	52%	40%	32%	42%	45%	63%	43%	54%	52%	51%	40%	43%
Don't know	1%	0%	1%	0%	1%	2%	1%		1%	1%		0%	1%	1%	3%				1%

- Young respondents are less likely than older respondents to have refinanced.
- Lower income respondents are less likely than higher income respondents to have refinanced.

Q48. Thinking about your most recent mortgage refinancing for your current residence, did you ...

Base=Respondents who have refinanced their mortgage (n=402)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k-\$50k	\$50k-\$75k	\$75k-100k	\$100k or more
RESPONDENTS	402	202	200	346	30	25	32	90	134	120	25	302	39	61	41	62	105	94	94
Changed from fixed rate to lower interest fixed rate	72%	76%	69%	75%	63%	44%	59%	73%	69%	77%	84%	75%	67%	59%	59%	66%	77%	76%	74%
Changed from adjustable rate to fixed rate	13%	13%	13%	12%	17%	20%	16%	9%	16%	13%	8%	10%	21%	23%	22%	19%	9%	12%	12%
Changed from fixed rate to adjustable rate	5%	5%	6%	4%	7%	24%	3%	3%	9%	5%		5%	8%	5%	12%	5%	3%	4%	6%
Changed from adjustable rate to adjustable w/ better terms	4%	3%	6%	4%	7%	12%	13%	8%	2%	3%	4%	4%		10%	5%	3%	5%	5%	4%
Don't know	5%	2%	8%	5%	7%		9%	7%	4%	3%	4%	5%	5%	3%	2%	6%	7%	3%	3%

Note the small sample sizes within segments. Interpret with caution.

Q49a. Within the last 12 months, have you checked your credit report or credit score?
Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Yes	56%	56%	56%	57%	53%	52%	64%	57%	52%	57%	47%	58%	53%	53%	46%	51%	64%	63%	60%
No	44%	44%	43%	43%	47%	48%	36%	43%	48%	43%	53%	41%	47%	47%	54%	49%	35%	37%	40%
Don't know	0%	0%	1%	0%				1%	0%	0%		1%				0%	0%	0%	0%

- Younger respondents are more likely than older respondents to have checked their credit report within the last 12 months.
- Higher income respondents are more likely than lower income respondents to have checked their credit report within the last 12 months.

Q49b. Have you ever checked your credit report or credit score?

Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Yes	84%	82%	86%	85%	86%	78%	85%	88%	84%	84%	76%	87%	78%	84%	73%	86%	88%	89%	89%
No	15%	17%	13%	15%	14%	21%	14%	12%	16%	16%	24%	12%	21%	16%	26%	13%	11%	11%	10%
Don't know	1%	0%	1%	0%	1%	2%	1%	1%	0%			0%	1%		1%	0%			0%

Q50. Was your report or credit score better, worse or about what you expected?

Base=Respondents who have seen their credit report (n=1,265)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1265	589	676	1023	142	97	268	272	366	277	80	739	275	244	276	254	312	202	207
Better	25%	24%	26%	24%	26%	29%	29%	26%	24%	21%	25%	26%	25%	22%	20%	28%	25%	32%	21%
Worse	11%	10%	11%	10%	13%	15%	16%	9%	11%	10%	1%	10%	12%	11%	19%	10%	8%	10%	6%
About what I expected	62%	64%	60%	64%	56%	53%	51%	62%	63%	67%	74%	61%	61%	65%	57%	60%	64%	56%	71%
Don't know	3%	2%	3%	2%	6%	3%	4%	3%	2%	3%		3%	2%	3%	4%	2%	3%	1%	2%

- Low income are the most likely to have been surprised by a credit score that was worse than they expected.

Q51. Do you have any savings or investments?

Base=Respondents who have seen their credit report (n=1,265)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Yes	76%	78%	74%	78%	65%	70%	66%	78%	73%	83%	90%	80%	68%	73%	53%	71%	86%	91%	89%
No	24%	22%	25%	21%	34%	30%	33%	22%	26%	17%	10%	19%	32%	26%	46%	28%	14%	8%	11%
Don't know	1%	0%	1%	0%	1%		1%	0%	1%	1%		1%	0%	1%	1%	1%		1%	

- African Americans are less likely than Whites to have savings and investments.
- 1/3 of respondents age 19-34 don't have any savings or investments.
- 1/3 of singles don't have any savings or investments.
- Nearly half (46%) of respondents with incomes of \$35,000 or less don't have any savings or investments.

Q52. Are you funding a retirement plan? Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Already retired	15%	21%	10%	16%	13%	13%	3%	4%	7%	32%	71%	18%	9%	16%	14%	15%	16%	19%	13%
Yes	51%	46%	55%	51%	46%	51%	50%	62%	59%	44%	7%	54%	48%	45%	24%	45%	59%	68%	72%
No	34%	32%	35%	32%	41%	36%	47%	34%	33%	24%	22%	28%	43%	39%	62%	40%	25%	13%	15%

- Young respondents and low income respondents are the least likely to be funding a retirement plan.

**Q53. Do you have any savings, other than for retirement, that you could use for an emergency?
Base=Total Respondents (n=1,499)**

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Yes	62%	64%	60%	64%	49%	58%	50%	60%	59%	70%	83%	67%	53%	59%	39%	53%	70%	77%	82%
No	37%	35%	38%	35%	49%	41%	47%	38%	40%	28%	17%	32%	45%	40%	59%	44%	29%	22%	18%
Don't know	1%	1%	2%	1%	1%	2%	2%	2%	1%	2%		1%	2%	1%	2%	2%	1%	0%	0%

- Young respondents and low income respondents are less likely than other segments to have emergency savings.

Q54. In the event of an emergency, do you have enough savings to cover 3 months of typical living expenses?
Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Yes	40%	47%	33%	42%	25%	39%	21%	33%	40%	54%	71%	44%	32%	36%	21%	31%	43%	55%	61%
No	17%	12%	22%	17%	22%	11%	26%	21%	15%	12%	7%	18%	18%	16%	14%	17%	22%	17%	17%
Not sure	6%	6%	6%	6%	4%	9%	6%	8%	5%	6%	5%	6%	5%	8%	6%	7%	6%	6%	4%
No savings other than retirement	37%	35%	38%	35%	49%	41%	47%	38%	40%	28%	17%	32%	45%	40%	59%	44%	29%	22%	18%

- Females are less likely than males to have savings for three months of living expenses.
- African Americans are less likely than Whites to have savings for three months of living expenses.
- Young respondents are less likely than older respondents to have savings for three months of living expenses.
- Lower income are less likely than higher income to have savings for three months of living expenses.

Q55. If you had a major emergency (such as a job layoff or major health issue), how would you fund it?

Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Savings	54%	56%	51%	55%	43%	50%	46%	56%	53%	56%	64%	57%	50%	49%	32%	49%	58%	63%	77%
Borrow from family/ friends	29%	24%	34%	28%	35%	35%	51%	34%	26%	15%	4%	24%	39%	31%	41%	34%	28%	19%	16%
Credit cards	24%	24%	25%	24%	22%	27%	35%	27%	22%	17%	13%	22%	32%	20%	20%	28%	27%	19%	27%
Borrow from 401K/ retirement p	24%	24%	24%	24%	25%	21%	16%	29%	25%	26%	17%	27%	19%	20%	8%	22%	26%	33%	37%
Other	19%	18%	21%	19%	21%	24%	18%	15%	22%	22%	18%	16%	23%	25%	31%	19%	18%	11%	11%
Investments	19%	25%	13%	20%	11%	18%	8%	15%	18%	27%	39%	21%	15%	16%	9%	15%	16%	30%	32%
Home equity loan/ line of credit	16%	19%	13%	17%	10%	17%	9%	19%	16%	18%	23%	22%	9%	8%	6%	12%	17%	24%	27%
Personal loan	13%	12%	13%	11%	21%	16%	18%	13%	11%	12%	8%	13%	14%	10%	13%	17%	13%	11%	8%

- Lower income respondents are the least likely to have savings to fund an emergency.
- About half of respondents age 19-34 have savings to fund an emergency; 35% would fund an emergency with a credit card.
- Respondents age 19-34 would rely on friends and family more than any other segment.

**Q56. Which of the following types of accounts or loans have you ever applied for on-line?
Base=Total Respondents (n=1,499)**

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
None, never applied for these on-line	73%	71%	74%	75%	66%	63%	68%	65%	78%	75%	83%	71%	71%	80%	78%	79%	71%	67%	66%
Checking account	11%	13%	9%	10%	17%	17%	17%	14%	7%	10%	6%	11%	15%	8%	10%	9%	12%	13%	13%
Savings account	10%	12%	9%	10%	13%	14%	15%	13%	8%	8%	8%	10%	13%	8%	8%	6%	13%	14%	13%
Mortgage	10%	13%	7%	9%	11%	13%	6%	13%	9%	12%	6%	11%	7%	7%	5%	6%	11%	15%	16%
Automobile loan	10%	11%	9%	9%	11%	14%	11%	14%	8%	7%	6%	12%	7%	6%	8%	7%	10%	14%	11%
Home equity loan/ line of credit	7%	7%	6%	7%	5%	5%	4%	9%	8%	6%	4%	8%	4%	4%	4%	4%	7%	11%	11%
High yield savings account	5%	7%	4%	6%	2%	7%	7%	8%	3%	5%	7%	5%	6%	4%	2%	3%	8%	7%	9%

- Senior respondents and low income respondents are the least likely to have applied for a loan or account on-line.

Q57. How comfortable are you using the Internet for personal finances?

Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
1= Not at all comfortable	20%	21%	20%	21%	20%	17%	10%	13%	24%	28%	27%	21%	18%	21%	27%	23%	17%	14%	15%
2	14%	13%	14%	13%	16%	14%	12%	16%	14%	13%	13%	14%	14%	13%	14%	16%	13%	13%	14%
3	26%	25%	28%	27%	27%	22%	27%	30%	26%	25%	23%	27%	22%	30%	26%	28%	27%	26%	26%
4	23%	23%	24%	24%	23%	22%	29%	20%	22%	22%	27%	22%	27%	24%	22%	21%	24%	28%	25%
5= Extremely comfortable	16%	18%	14%	15%	14%	25%	21%	21%	14%	12%	10%	16%	19%	12%	11%	12%	19%	20%	21%
AVERAGE RATING	3.0	3.0	3.0	3.0	3.0	3.2	3.4	3.2	2.9	2.8	2.8	3.0	3.2	2.9	2.8	2.8	3.1	3.3	3.2

- Higher income respondents are more comfortable than lower income respondents.
- Younger respondents are more comfortable than older respondents.

Q59. Not including your mortgage, do you ever envision yourself being completely debt free?
Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Yes	74%	72%	75%	74%	75%	67%	73%	76%	72%	74%	77%	74%	73%	72%	60%	76%	77%	81%	80%
No	20%	21%	19%	20%	19%	23%	21%	18%	20%	20%	17%	20%	18%	21%	30%	17%	17%	16%	15%
Don't know	7%	7%	6%	6%	6%	10%	5%	6%	8%	6%	6%	6%	8%	7%	10%	7%	6%	3%	5%

- Lower income are less likely than higher income to envision themselves being debt free.

Q60. Gender

Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Male	48%	100%		48%	42%	48%	23%	38%	52%	67%	72%	50%	45%	43%	43%	45%	50%	48%	55%
Female	52%		100%	52%	58%	52%	77%	62%	48%	33%	28%	50%	55%	57%	57%	55%	50%	52%	45%

Q61. Race

Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Hispanic or Latino origin	2%	2%	2%			26%	4%	2%	2%	0%	1%	2%	3%	1%	2%	1%	3%	1%	3%
White	80%	82%	79%	100%			73%	80%	81%	84%	89%	83%	75%	78%	77%	79%	80%	89%	80%
African American	11%	10%	12%		100%		15%	10%	11%	10%	7%	8%	16%	15%	15%	12%	11%	5%	11%
Asian	3%	4%	2%			34%	5%	3%	2%	2%	2%	3%	3%	2%	2%	3%	3%	3%	3%
Other or mixed	3%	3%	4%			41%	4%	4%	3%	3%	2%	4%	2%	3%	4%	5%	3%	2%	3%
No answer	0%	0%	0%						0%	0%		0%					0%	0%	0%

Q62. Age

Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
19 to 24	5%	3%	7%	4%	11%	7%	24%					3%	14%	0%	11%	4%	3%	2%	3%
25 to 34	16%	7%	24%	15%	17%	26%	76%					15%	24%	8%	16%	18%	16%	18%	12%
35 to 44	21%	17%	24%	21%	19%	23%		100%				21%	23%	19%	18%	20%	21%	21%	26%
45 to 54	29%	32%	27%	29%	30%	25%			100%			29%	25%	35%	29%	30%	28%	31%	28%
55 to 64	22%	31%	14%	23%	19%	15%				100%		25%	11%	28%	20%	20%	25%	19%	26%
65 or older	7%	11%	4%	8%	4%	4%					100%	8%	2%	11%	6%	8%	7%	10%	6%
No answer	0%	0%	0%	0%								0%	0%		0%				

Q63. Marital Status

Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Married	56%	60%	54%	58%	39%	59%	49%	56%	56%	64%	62%	100%			28%	52%	63%	77%	80%
Single	24%	22%	25%	22%	35%	23%	43%	26%	20%	12%	8%		100%		42%	25%	20%	11%	12%
Separated/ Divorced	16%	14%	17%	15%	24%	14%	7%	17%	20%	17%	12%			81%	24%	19%	14%	8%	7%
Widower	4%	3%	4%	4%	2%	2%	0%	0%	3%	7%	17%			19%	6%	4%	3%	4%	1%
No answer	1%	1%	1%	1%		2%	1%		1%	0%	1%				0%	0%	1%	1%	0%

Q64. Children

Base=Total Respondents (n=1,499)
Multiple Responses Allowed

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Adult children who no longer live with you	36%	43%	30%	39%	30%	23%		13%	45%	68%	81%	45%	5%	51%	29%	34%	44%	39%	39%
Children (any age) living at home	35%	26%	43%	34%	37%	41%	44%	53%	34%	19%	12%	46%	14%	30%	28%	34%	34%	42%	44%
No children	34%	36%	31%	33%	34%	38%	53%	36%	32%	21%	14%	17%	80%	25%	45%	35%	28%	28%	28%
Children (<18) living away from home	5%	5%	5%	4%	8%	6%	4%	8%	6%	2%		5%	3%	7%	6%	4%	5%	4%	3%

Q65. Employment Status

Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Employed full time	52%	54%	49%	50%	62%	54%	60%	59%	59%	41%	9%	49%	56%	53%	32%	46%	62%	57%	70%
Employed part time	11%	10%	12%	11%	11%	10%	9%	13%	11%	10%	13%	12%	10%	9%	12%	10%	10%	13%	9%
Student	2%	1%	3%	2%	2%	2%	7%	1%	0%			1%	5%	0%	5%	2%	1%	1%	0%
Homemaker	8%	1%	15%	9%	1%	6%	15%	13%	6%	2%	2%	12%	3%	3%	8%	11%	7%	9%	4%
Retired	11%	16%	7%	12%	11%	8%		0%	4%	27%	61%	12%	6%	14%	9%	13%	13%	11%	11%
Military	0%	0%	0%		1%			1%					0%	0%	0%	0%			
Disabled	8%	10%	7%	9%	4%	9%	3%	9%	10%	13%	4%	6%	11%	13%	23%	5%	3%	4%	1%
Unemployed	7%	8%	6%	7%	6%	8%	5%	4%	9%	8%	10%	7%	7%	7%	10%	11%	3%	5%	5%
No answer	1%	1%	1%	0%	1%	2%	1%	1%	0%	0%	1%	0%	1%	0%	1%	1%	0%		

Q66. Annual Household Income, Before Taxes, Last Year

Base=Total Respondents (n=1,499)

Results By Demographic Segments

	Total	Gender		Race			Age					Marital Status			Household Income				
		Male	Female	White	Af. Am.	Other	19-34	35-44	45-54	55-64	65+	Married	Single	Sep/ Div/ Wid	< \$35k	\$35k- \$50k	\$50k- \$75k	\$75k- 100k	\$100k or more
RESPONDENTS	1499	714	785	1205	166	125	317	310	436	328	105	846	354	290	377	294	353	227	232
Under \$35k	25%	23%	27%	24%	34%	24%	33%	21%	25%	23%	20%	12%	45%	39%	100%				
\$35k to < \$50k	20%	18%	21%	19%	20%	22%	21%	19%	20%	18%	22%	18%	21%	23%		100%			
\$50k to < \$75k	24%	25%	22%	23%	23%	25%	22%	24%	22%	27%	22%	26%	19%	21%			100%		
\$75k to < \$100k	15%	15%	15%	17%	7%	10%	14%	15%	16%	13%	21%	21%	7%	9%				100%	
\$100k to < \$150k	11%	12%	10%	10%	13%	15%	9%	14%	11%	11%	10%	15%	6%	4%					70%
\$150k or more	5%	6%	4%	5%	2%	2%	2%	5%	4%	8%	4%	6%	2%	2%					30%
No answer	1%	1%	1%	1%	1%	2%	0%	1%	1%	1%	2%	1%	1%	1%					