

Bank Small-Dollar Loan and Overdraft National Survey—Weighted Topline
March 2023
Unweighted Base Size: n=1,027

The survey was conducted for The Pew Charitable Trusts by SSRS, an independent research company, online through the SSRS Opinion Panel Omnibus. Interviews were conducted March 17-18, 2023, among a sample of 1,027 total respondents. The margin of error with design effect for the total respondents is ±3.50% at the 95% confidence level.

Percentages less than 0.5 denoted by “.” Results may not add up to 100% because of rounding.*

INTRO. The following questions are about checking accounts. The first questions are about overdraft fees, which are triggered when a checking account doesn’t have enough money and the bank charges a fee to cover a payment until the account has enough money again.

01. If a bank charges a \$35 fee to cover a checking account overdraft, is that fair or unfair in your opinion?

| | % |
|--------------------------|----|
| Fair | 29 |
| Unfair | 71 |
| Don’t know/Refused/Blank | * |

02. If a bank charges a \$10 fee to cover a checking account overdraft, is that fair or unfair in your opinion?

| | % |
|--------------------------|----|
| Fair | 75 |
| Unfair | 25 |
| Don’t know/Refused/Blank | * |

03. There’s a different kind of fee called a nonsufficient funds fee that is added when you try to make a payment but there’s not enough money in your checking account and the bank DOESN’T cover the payment but still charges a fee.

In your opinion, is it fair or unfair for the bank to charge a \$35 fee for this?

| | % |
|--------------------------|----|
| Fair | 13 |
| Unfair | 87 |
| Don’t know/Refused/Blank | * |

04. Should regulators encourage banks to reduce overdraft and similar fees, or should they not?

| | % |
|-------------|----|
| They should | 84 |

ssrs
opinion panel 

| | |
|--------------------------|----|
| They should not | 16 |
| Don't know/Refused/Blank | * |



O5. Should regulators encourage banks to eliminate overdraft and similar fees, or should they not?

| | % |
|--------------------------|----|
| They should | 54 |
| They should not | 46 |
| Don't know/Refused/Blank | * |

O6. Recently, some banks have lowered or ended fees for charges that exceed the money in customers' checking accounts.

If a bank reduced or ended overdraft or nonsufficient funds fees, would your view of the bank be more positive, unchanged, or more negative?

| | % |
|--------------------------|----|
| More positive | 71 |
| Unchanged | 25 |
| More negative | 5 |
| Don't know/Refused/Blank | * |

INTRO. In the past, banks generally have not made loans to people with low credit scores, but now they are beginning to offer their customers affordable small loans of under \$1,000 to those they see as likely to repay regardless of credit scores.

SL1. To what extent do you favor or oppose banks offering these small loans of under \$1,000 to their customers who have low credit scores?

| | % |
|-----------------|----|
| Favor (Net) | 88 |
| Strongly favor | 43 |
| Somewhat favor | 46 |
| Oppose (Net) | 12 |
| Somewhat oppose | 9 |
| Strongly oppose | 2 |



SL2. If a bank offered small loans like these, would it make your view of that bank more (positive), unchanged, or more (negative)?

| | % |
|---------------|----|
| More positive | 60 |
| Unchanged | 36 |
| More negative | 4 |

SL3. If a bank offered customers who would not qualify for other loans a three-month, \$500 loan for a \$30 fee, do you think that loan would be fair or unfair?

| | % |
|--------|----|
| Fair | 82 |
| Unfair | 18 |

SL4. If a bank began offering a three-month, \$500 loan for a \$30 fee and made it available to customers who would not qualify for other loans, would your view of that bank be more (positive), unchanged, or more (negative)?

| | % |
|---------------|----|
| More positive | 55 |
| Unchanged | 37 |
| More negative | 7 |

SL5. Here are two views regarding small loans that banks are beginning to offer. Which comes closer to your view, even if neither is exactly right?

| | % |
|--|----|
| It's a good thing that banks are beginning to offer small loans to customers who have used pawn shops, payday lenders, and high-cost loans, because the bank's prices are about 15 times lower than payday loan prices. | 88 |
| It's a bad thing that banks are beginning to offer small loans to customers who have used pawn shops, payday lenders, and high-cost loans because the customers might overborrow. | 12 |
| Don't know/Refused/Blank | * |



INTRO. Here are a few reasons consumers might benefit from gaining access to small loans from banks.

SL6. For each, please indicate how important you think the reason is, if at all.

- a. The loans are available to people who normally borrow money from pawn shops and other high-cost lenders because they could not borrow from banks before.

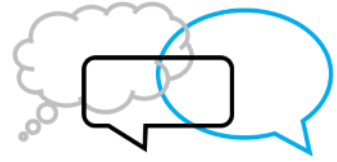
| | % |
|--------------------------------|----|
| Very/somewhat important (Net) | 91 |
| Very important | 47 |
| Somewhat important | 44 |
| Not too/at all important (Net) | 9 |
| Not too important | 7 |
| Not at all important | 2 |

- b. The loans show that banks are starting to serve customers who don't have a lot of money.

| | % |
|--------------------------------|----|
| Very/somewhat important (Net) | 89 |
| Very important | 49 |
| Somewhat important | 40 |
| Not too/at all important (Net) | 11 |
| Not too important | 8 |
| Not at all important | 2 |
| Don't know/Refused/Web blank | * |

- c. The bank loans cost hundreds of dollars less than what people pay to borrow money from pawn shops and other high-cost lenders.

| | % |
|--------------------------------|----|
| Very/somewhat important (Net) | 94 |
| Very important | 62 |
| Somewhat important | 32 |
| Not too/at all important (Net) | 6 |
| Not too important | 5 |
| Not at all important | 1 |



D1. How would you rate your credit score? Your credit score is a number that tells lenders how likely you are to pay back what you borrow based on your credit history.

| | % |
|---------------------------|----|
| Excellent/Very good (Net) | 58 |
| Excellent | 39 |
| Very good | 19 |
| Good | 18 |
| Fair/Poor (Net) | 19 |
| Fair | 12 |
| Poor | 7 |
| I don't have one | 3 |
| I don't know | 2 |