

Research Into Consumer Lending In Texas

Results From A Survey Of 1,501 Texas Households

**Research Sponsored By:
The Texas Finance Commission**

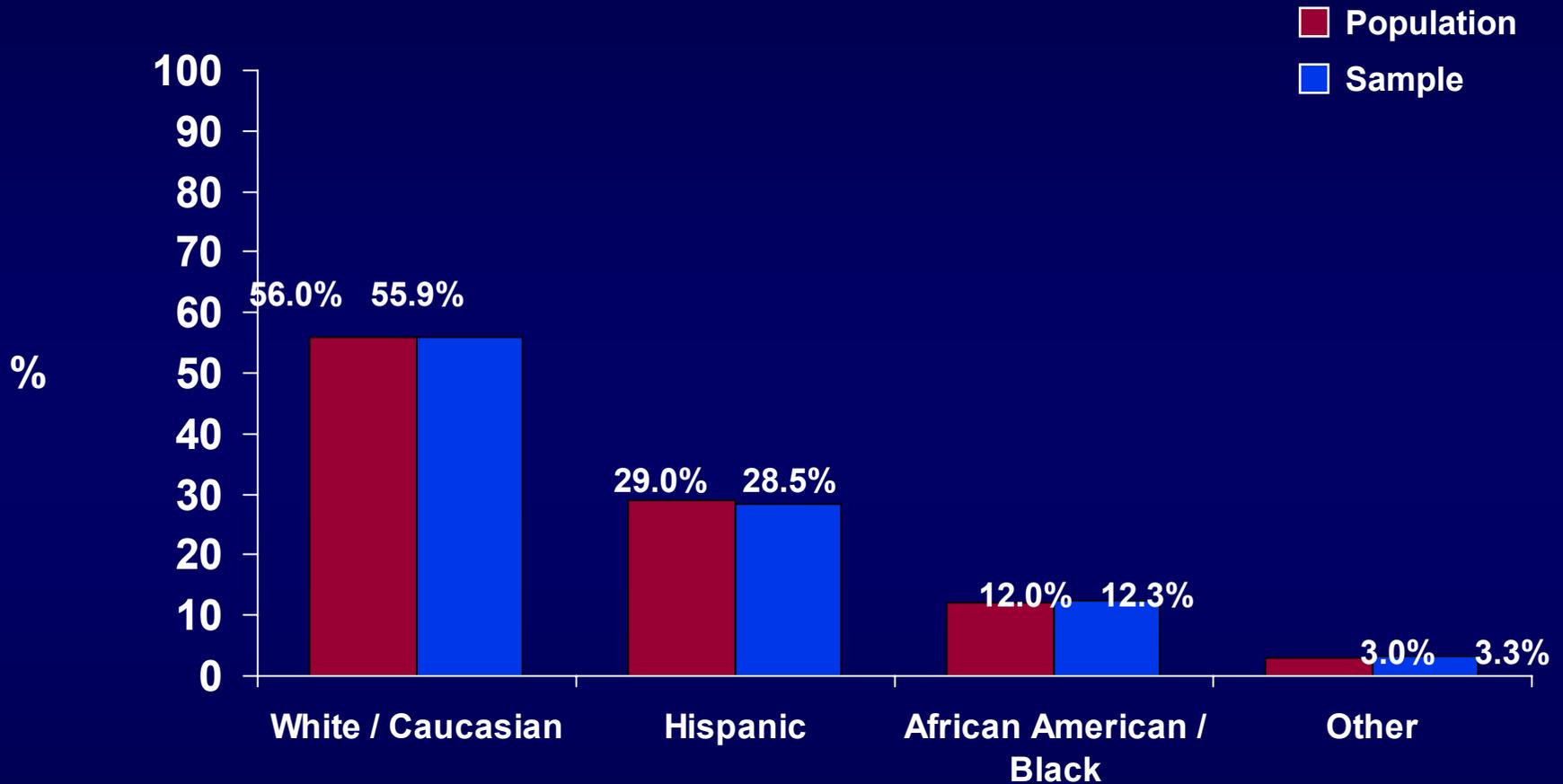
**Research Conducted By:
Analytica, Inc.
713-661-6878
September, 2000**

Methodology

- The Texas Finance Commission contracted with Analytica, Inc. to conduct 1,500 phone interviews with Texas consumers. The goal of the research was to collect data that would reflect consumer knowledge and perceptions regarding the availability, quality and prices of loans or other credit products. The Finance Commission explicitly excluded real estate loans from the scope of the research.
- To make certain the sample was representative of the state, a random digit phone number sample was generated in which the proportion from each county was the same as that county's share of the state population as a whole.
- Respondents were screened to be the head of the household. Also, quotas by ethnicity were established to make certain the sample mirrored the state population in terms of ethnicity.



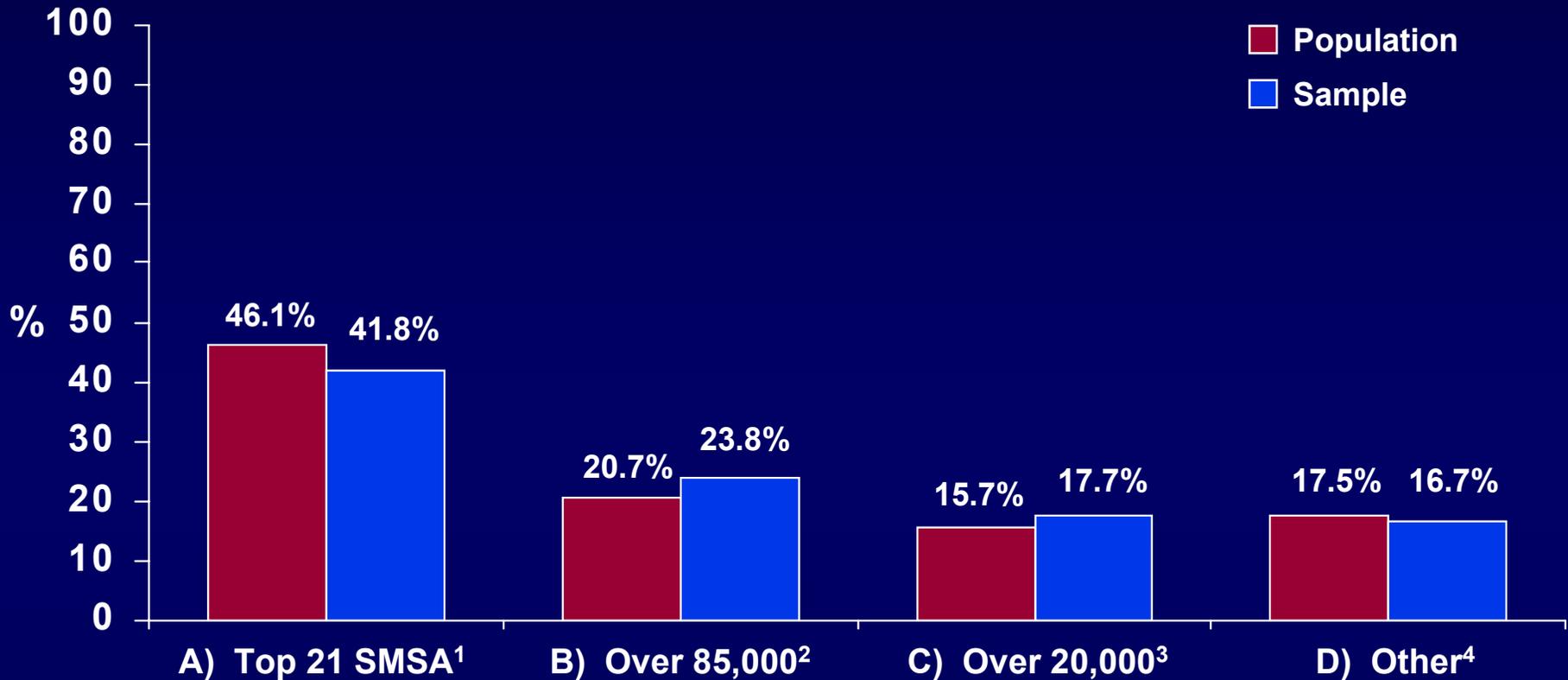
Percent Of The State Population And Percent Of The Sample: By Ethnicity



- Of the 1,501 interviews, 185 (12.3%) were completed in Spanish.



Percent Of Texas Population And Percent Of The Sample In Counties Of Each Size



¹A) Texas counties in the largest 21 SMSA areas of the U.S.

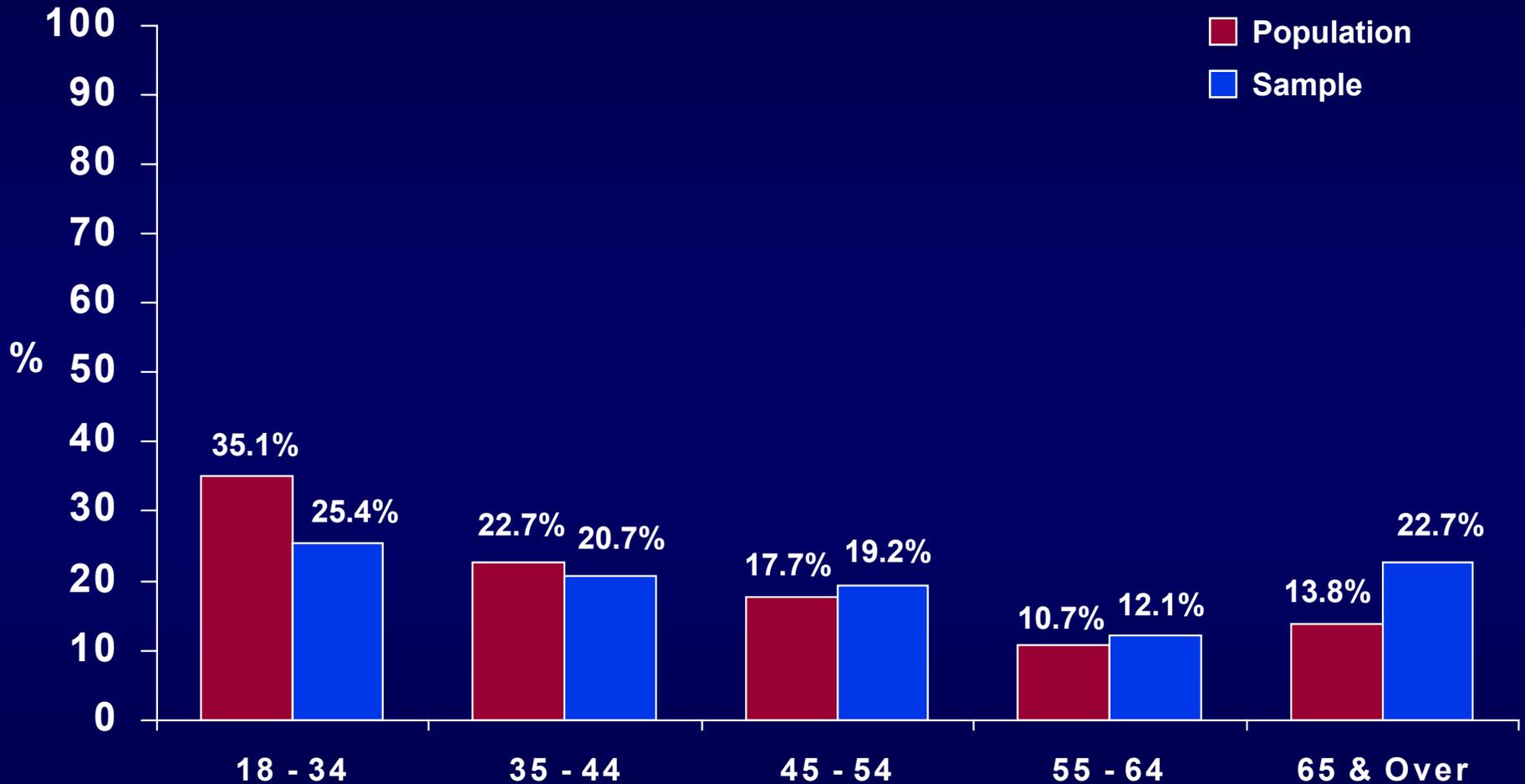
²B) Texas counties not in A but which are in SMSAs with more than 85,000 households.

³C) Texas counties not in A or B but which have over 20,000 households or are in SMSAs with over 20,000 households.

⁴D) All other Texas counties.

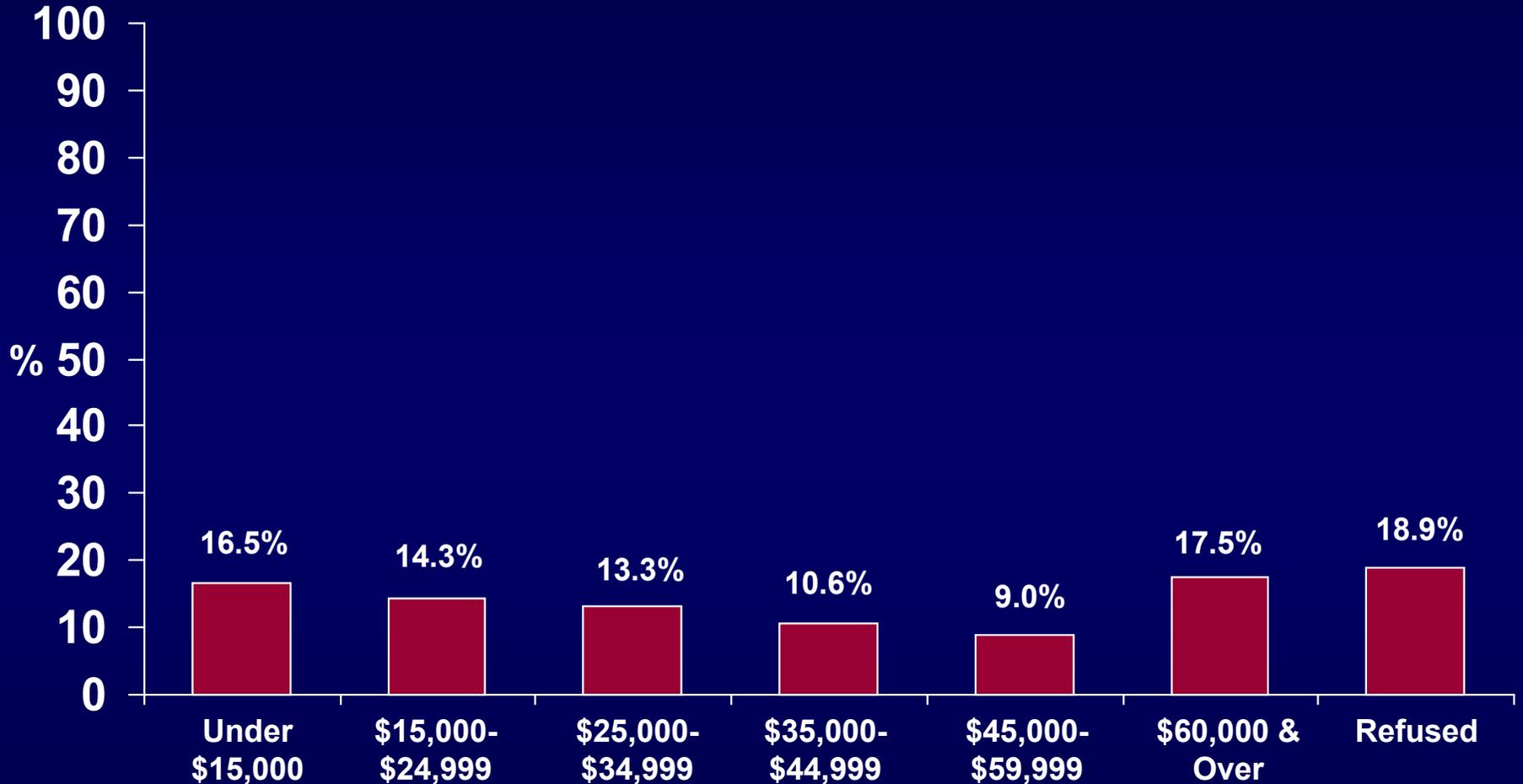


Percent Of Texas Population Over 18 And Percent Of Sample: By Age



J3) Which of the following categories best describes your household income for the past year?

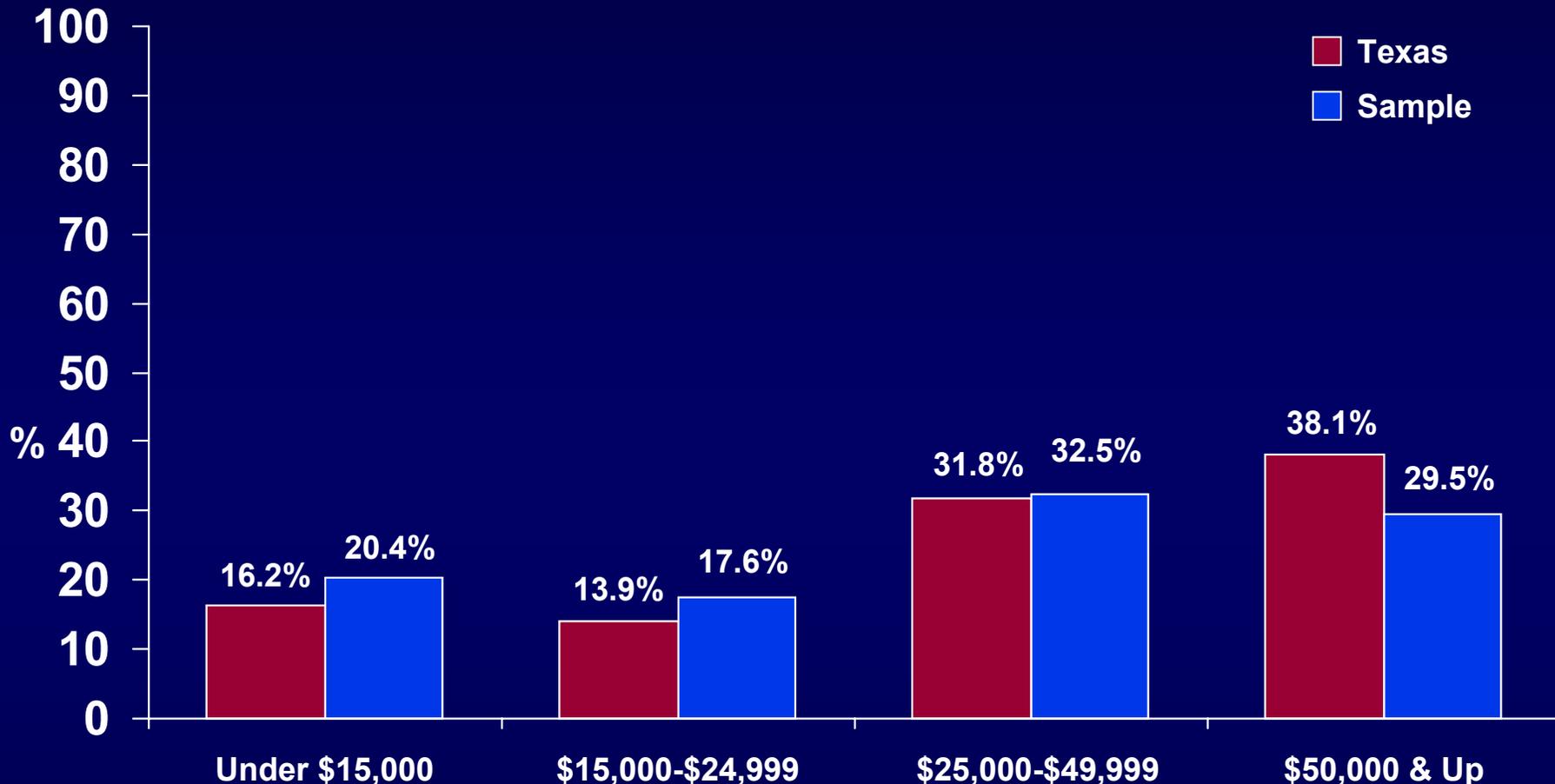
Percent Of Sample By Household Income



On the next slide we take the 1,217 in the sample who provided an income estimate and compare the sample distribution to the household income distribution for the state as a whole.

Household Income Distribution For Texas And The Sample

(For the sample only the 1,217 who would provide estimates of household income were included in this graph.)

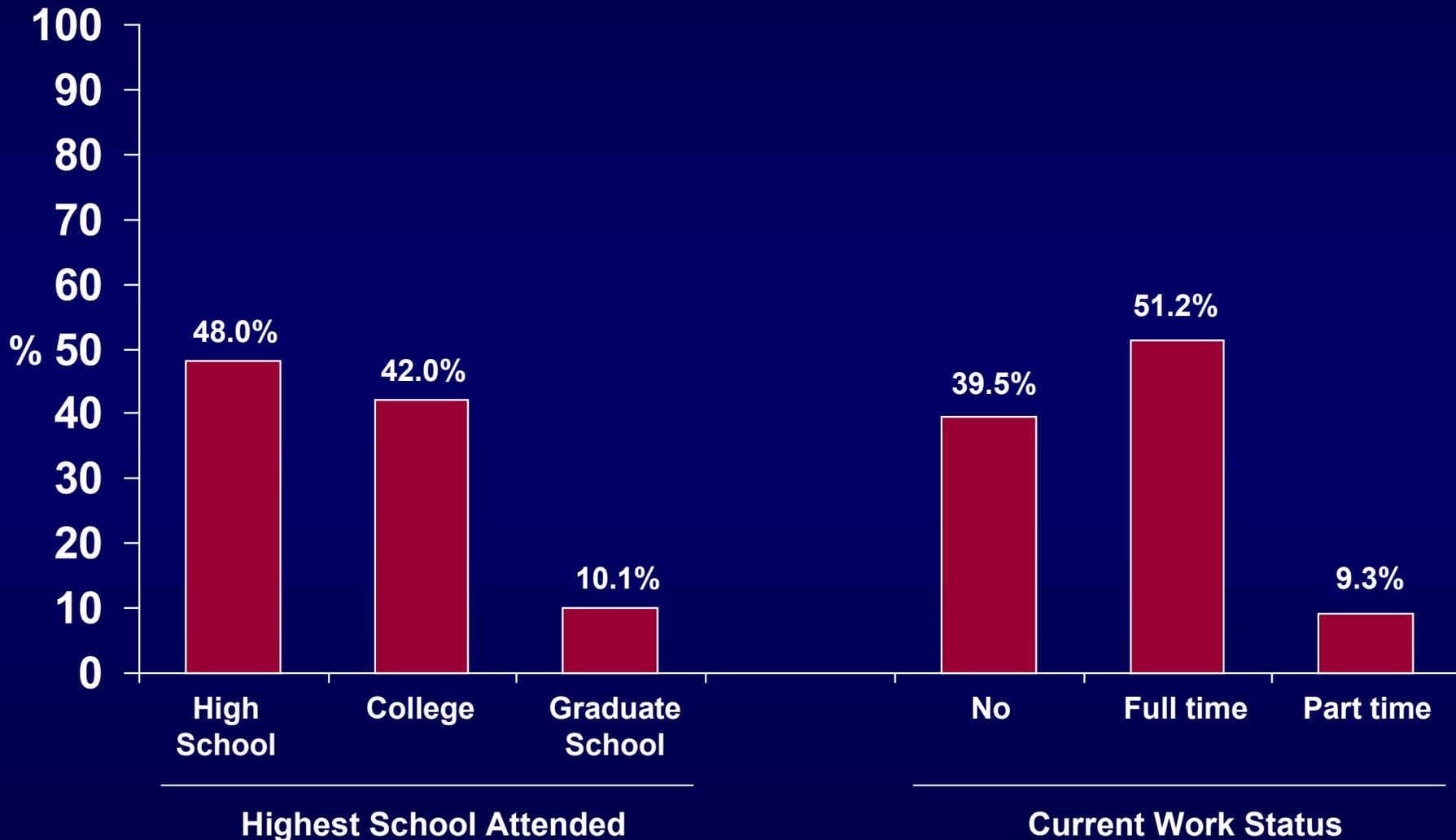


Recall that 284 (18.9%) of the 1,501 respondents would not provide their household income. Although the distribution above shows that our sample is fairly close to the year 2000 household income estimates, our numbers are off the most in the highest income category. It is well known that, among income refusals, a greater proportion come from the highest income category so this would explain the discrepancy that does exist.

J2) What is the highest level of school you attended?

J7) Do you currently work at a full time or part time job?

Percent Of Sample In Each Category

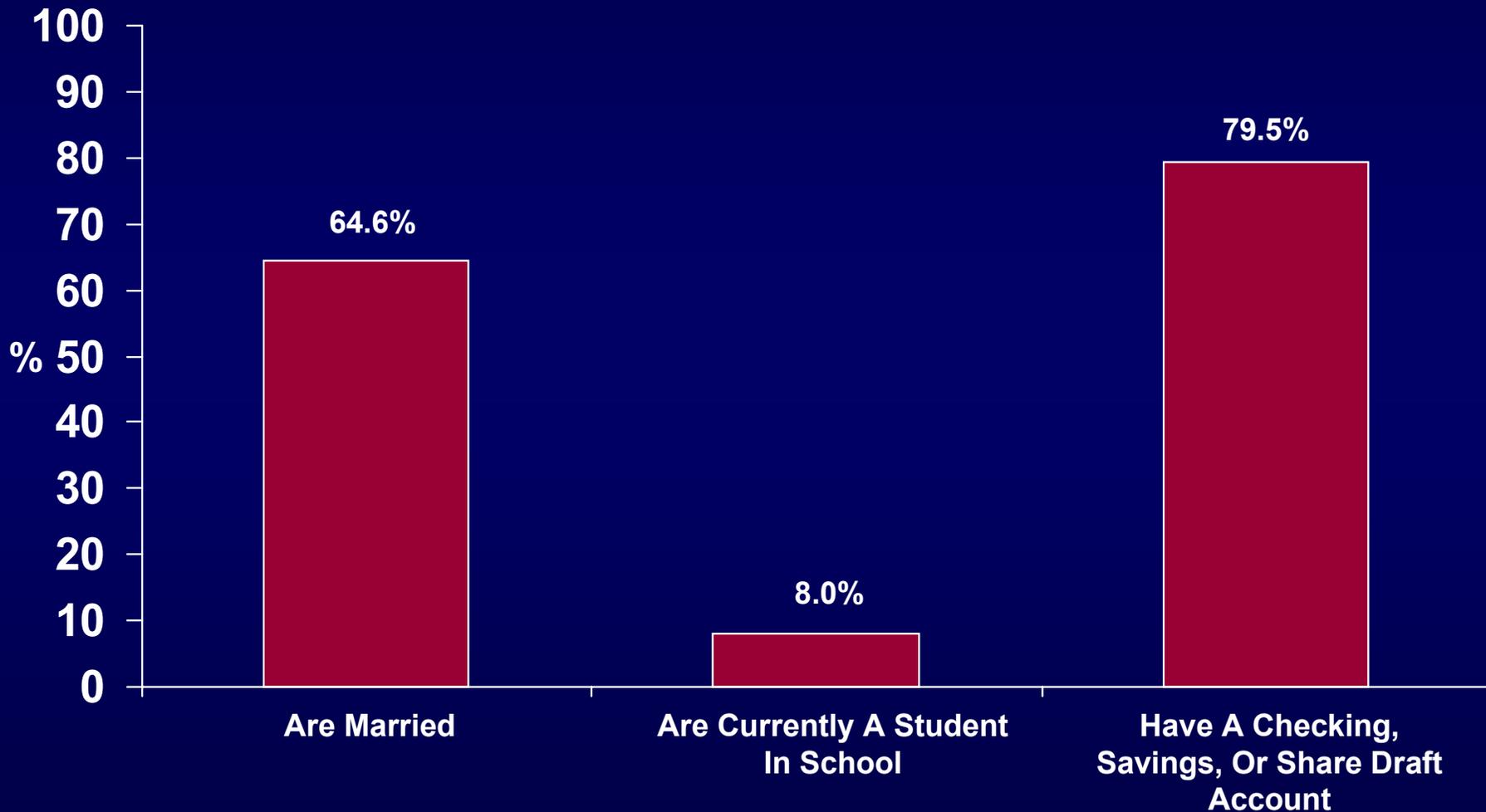


J4) Are you married or single?

J5) Are you currently a student in school?

J6) Do you have a checking, savings, or share draft account at a bank, savings & loan or credit union?

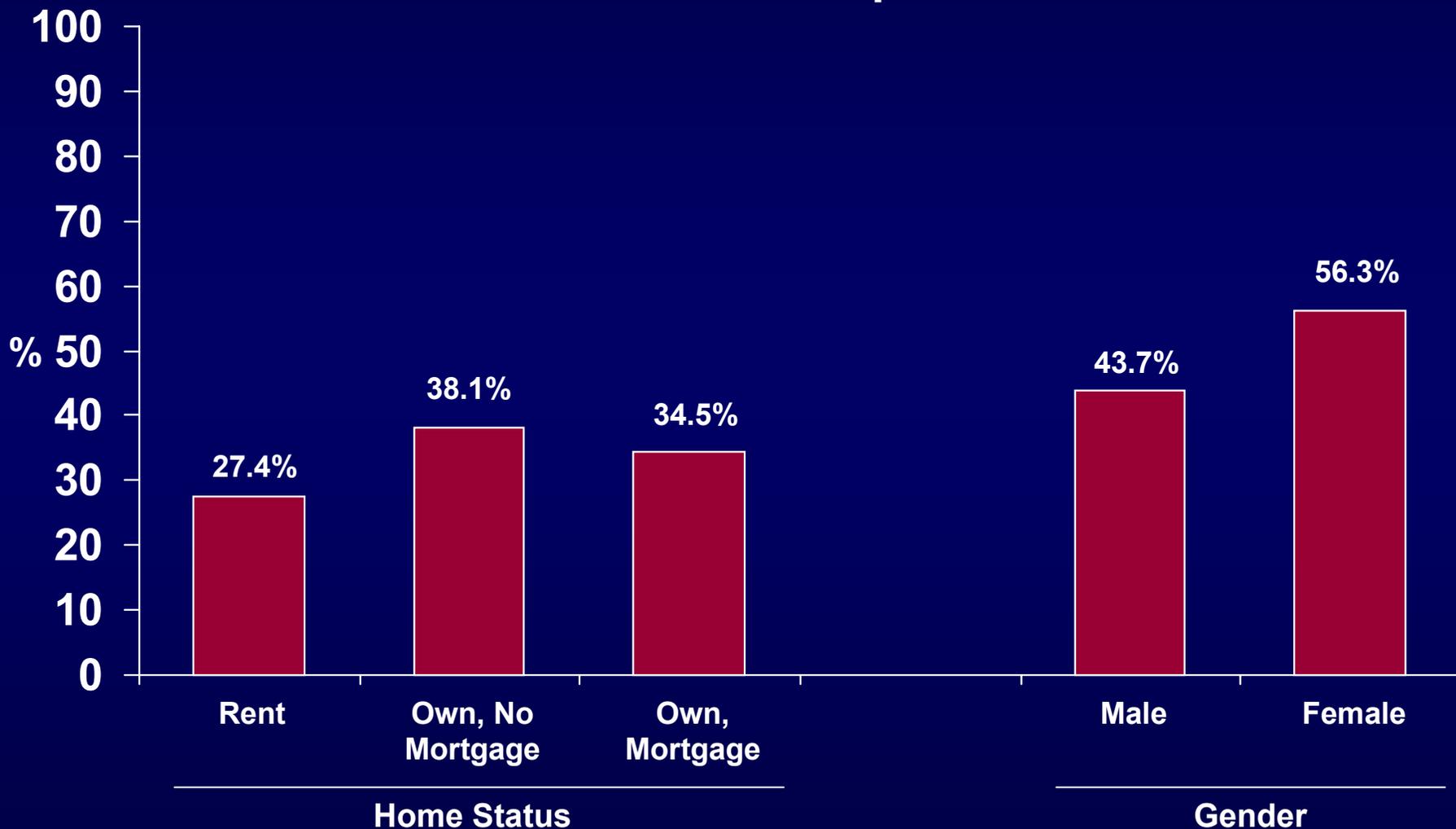
Percent In The Sample Who:



J9) With respect to where you live, do you: (Read List)
Own with no mortgage, Own but have a mortgage, Rent

Gender was recorded by observation.

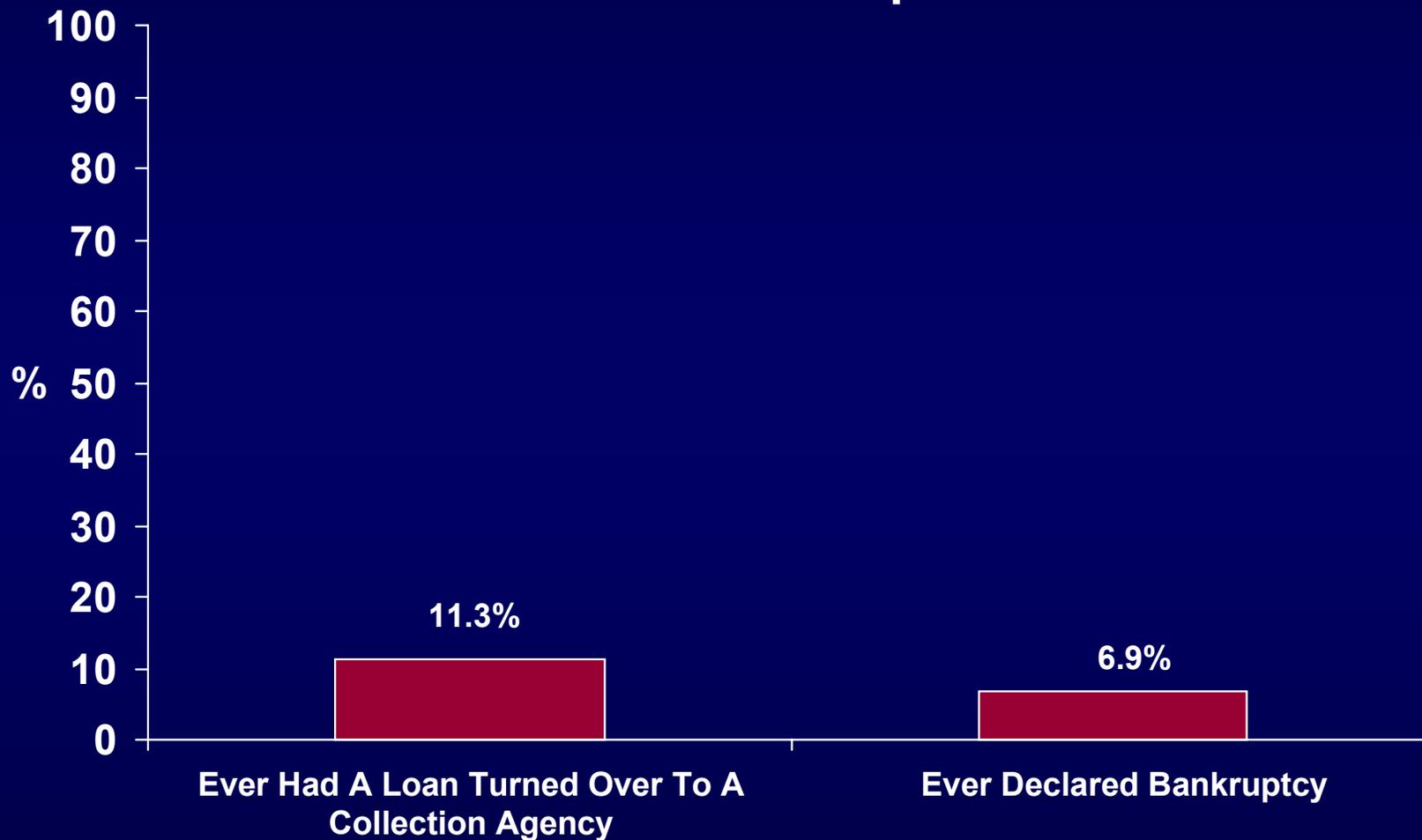
Percent In The Sample Who:



I1) Have you ever had a loan turned over to a collection agency?

I2) Have you ever declared bankruptcy?

Percent In The Sample Who:



The Top Level Questions On Loans Or Other Credit Products

After screening to make certain we were talking with a head of the household the following questions were asked.

For each type of loan or credit product I mention, please indicate if you currently have such a product. In those cases where you don't currently have such a loan or credit product please indicate if you believe you could get one now if you wanted it.

A1) Installment Loan (Usually fixed payments for a specified number of months associated with the purchase of automobiles, student loans, or loans for furniture, appliances, or other such items. Can also include loans paid back with a single payment.) (Possible prompt: Typically from a bank, Savings & Loan, Credit Union or Finance Company.)

A2) Credit card issued by a retailer (Like Sears, Neiman Marcus, Exxon, Mobil, etc.)

A3) Credit card issued by a bank (Like VISA, MasterCard, Discover, etc.)

A4) A loan for investment purposes (Possible prompt: Loans to buy stock, invest in a business, etc.)

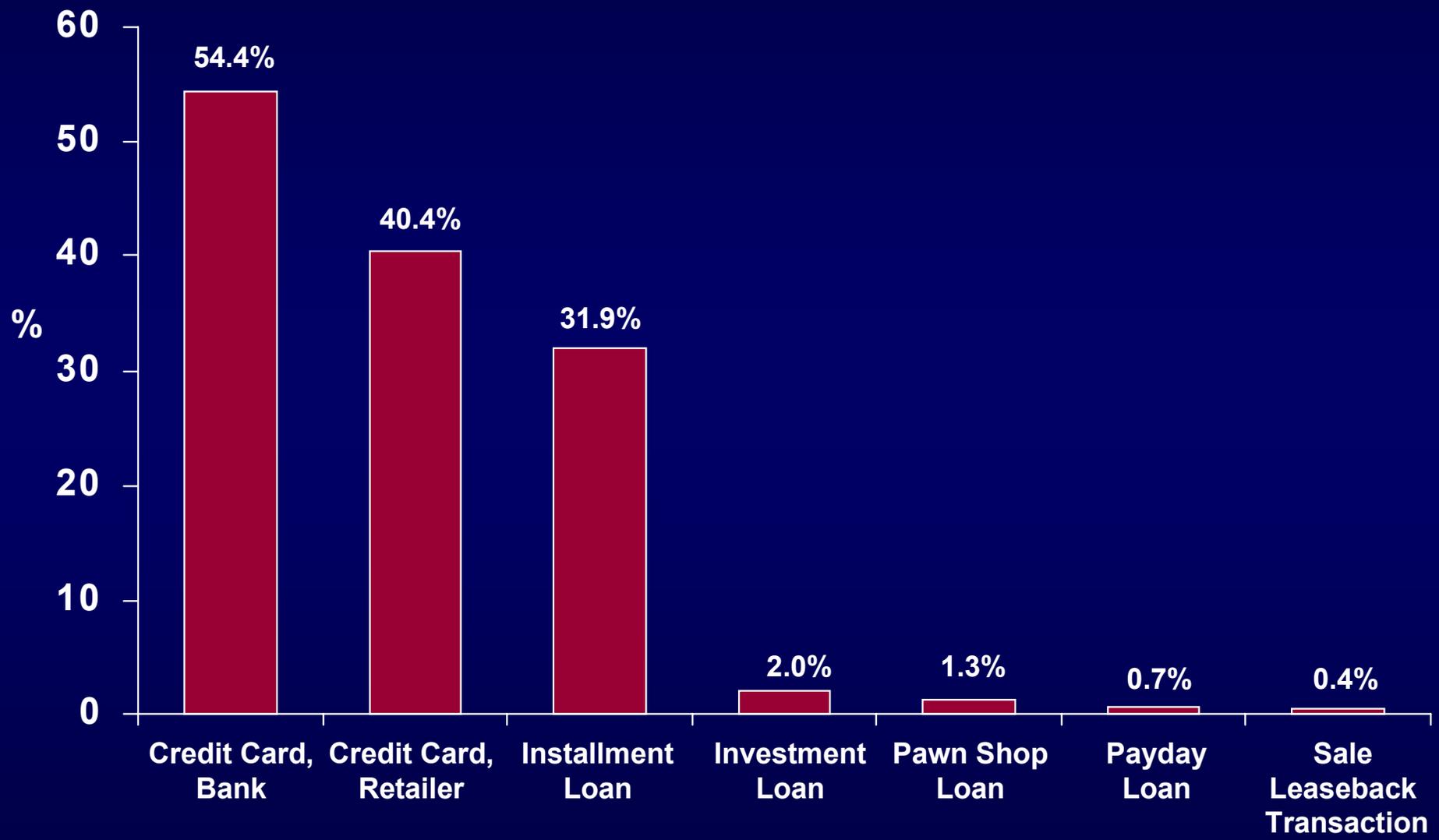
A5) A loan from a pawn shop

A6) A payday loan (A short-term cash advance secured by a personal check to be paid when you are paid by the company you work for.)

A7) A sale / leaseback transaction (A short-term cash advance where you sell something you own (usually a small appliance) and lease it back. This cash advance is also usually secured with a personal check payable in a few weeks.)



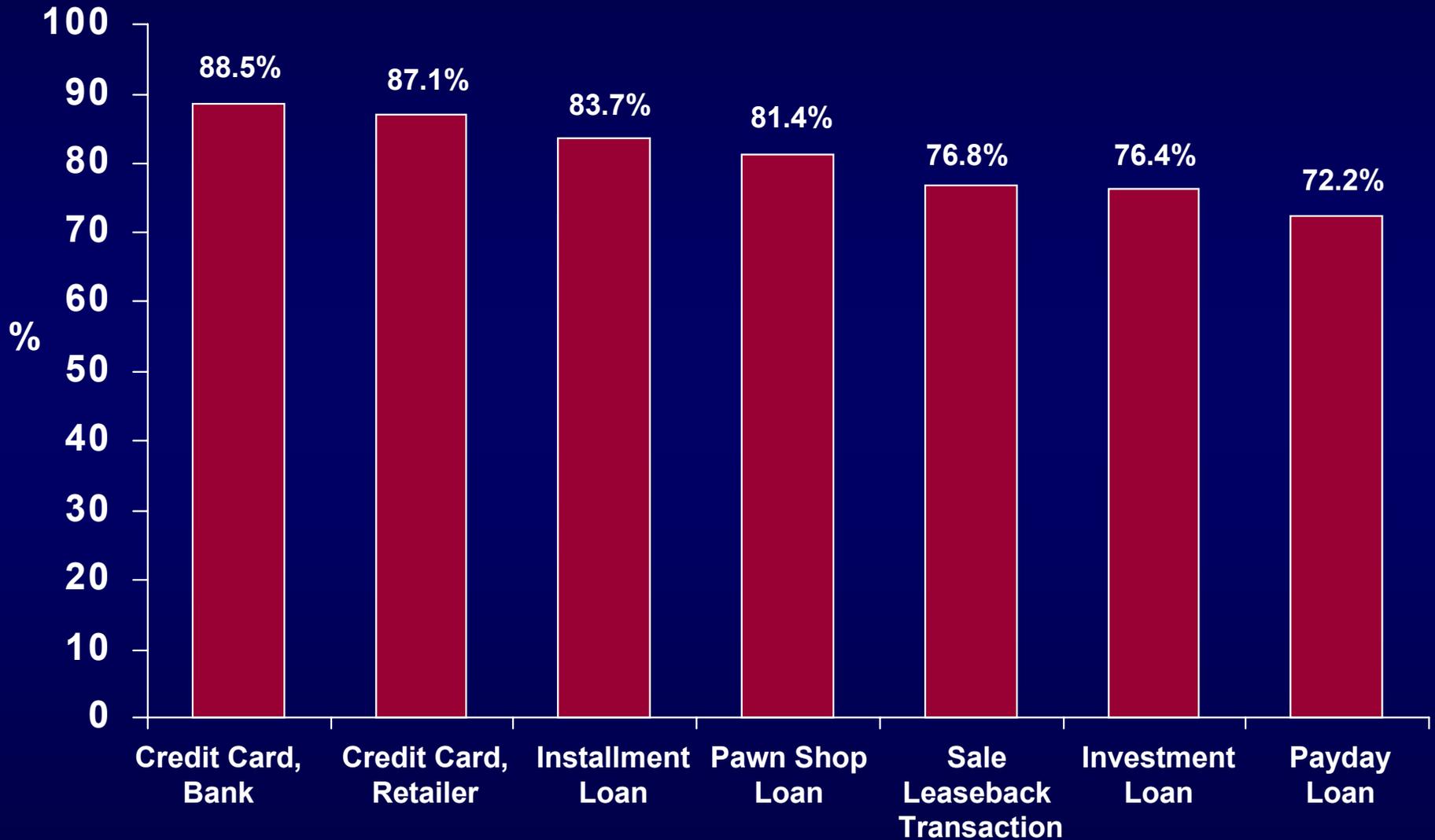
Percent Of Sample That Currently Have Each Type Of Credit Product



Sample Base: All 1,501 Respondents



Percent Of Sample That “Have” Or “Could Get” Each Type Of Credit Product

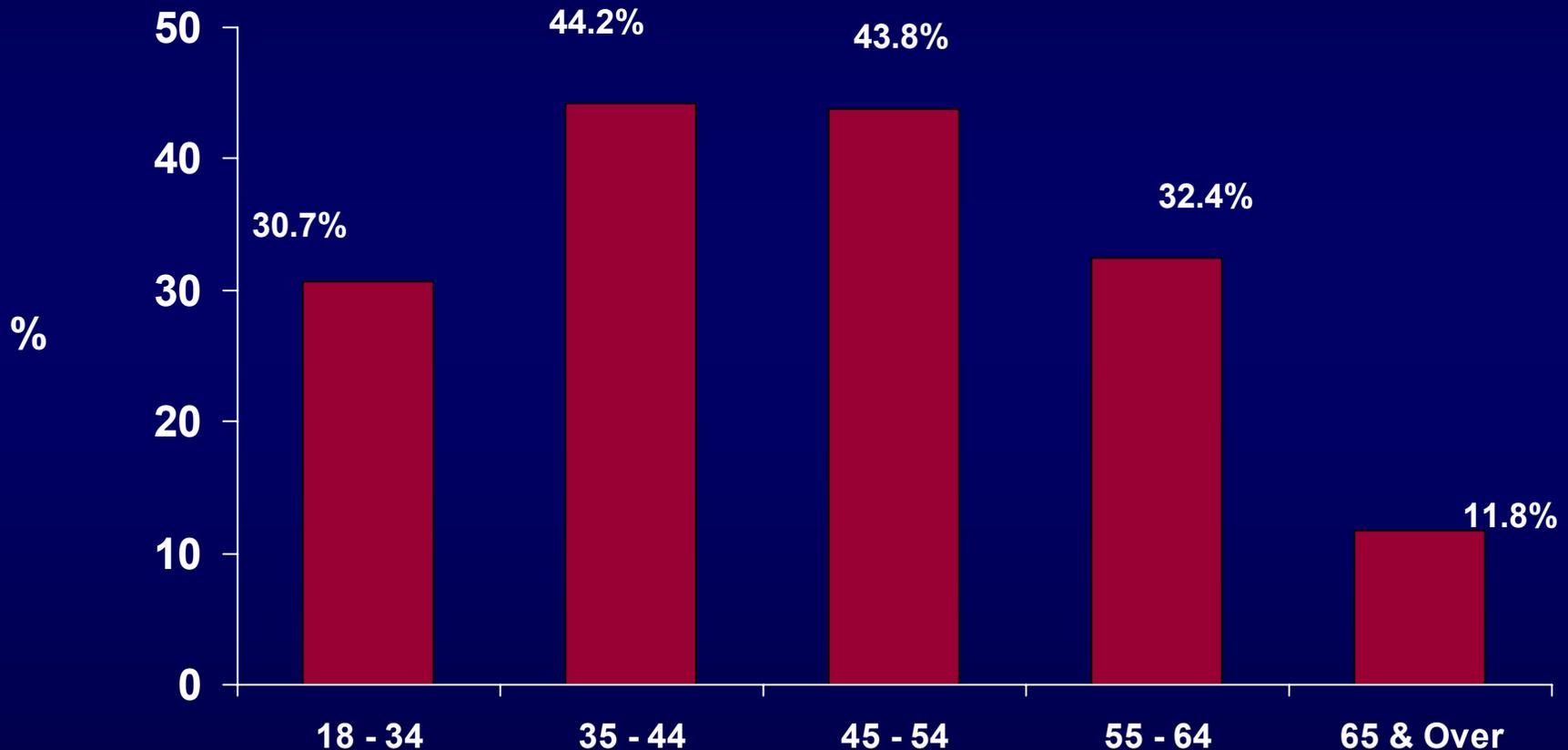


Sample Base: All 1,501 Respondents

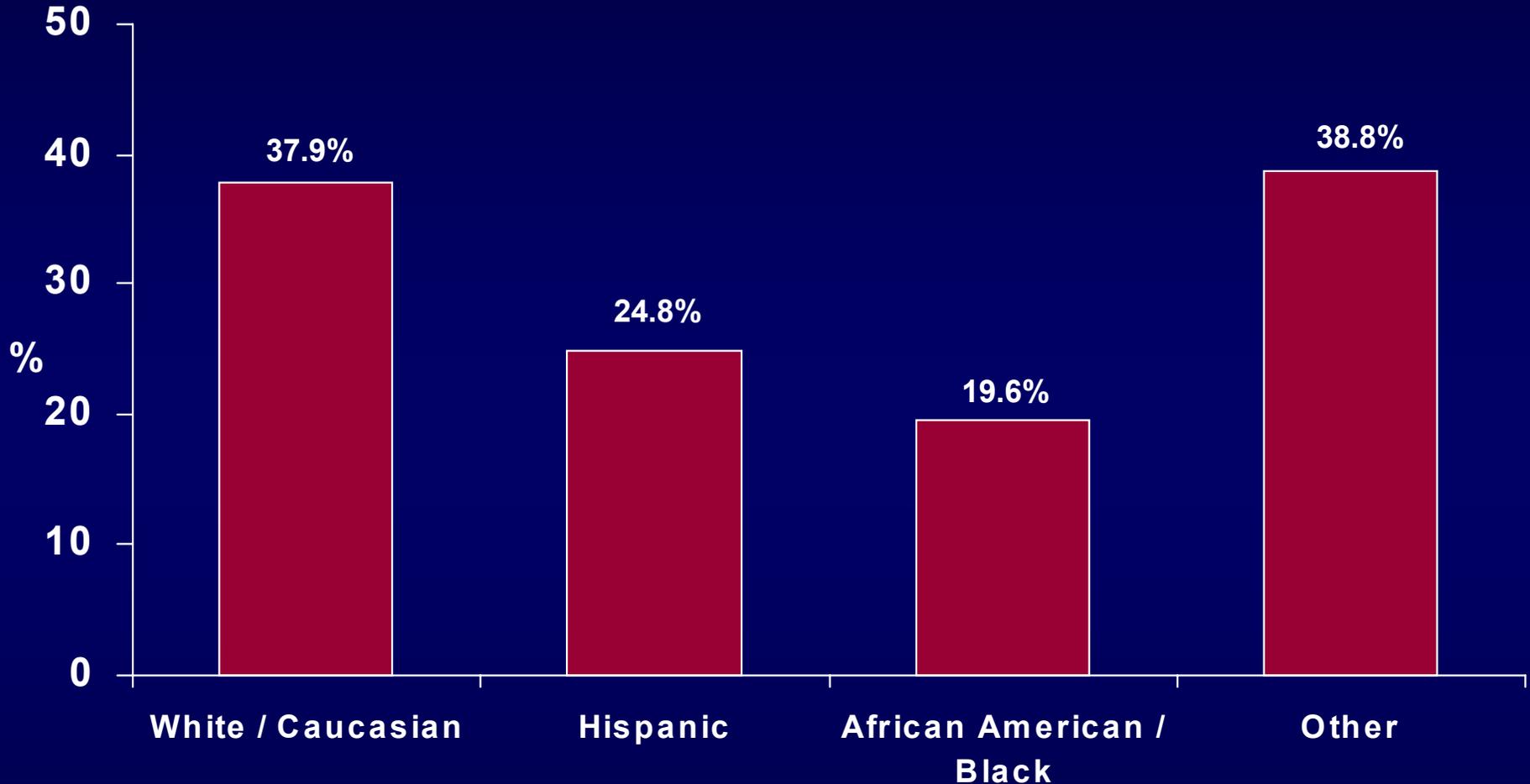


As might be expected, there were a large number of statistically significant relationships between demographic variables and whether the person currently “had” or “could get” each of the credit products. The slides which follow describe, and elaborate on, those relationships.

Percent Of Sample Who Currently Have An Installment Loan: By Age (P=.000)



Percent Of Sample Who Currently Have An Installment Loan: By Ethnicity (P=.000)



■ Several such variables were significantly related to whether or not the person had any of the three most prominent loan types. To efficiently portray the information we describe the results in a Table on the next slide.



<u>% With:</u>	<u>Credit Card, Bank</u>	<u>Credit Card, Retailer</u>	<u>Installment Loan</u>
<u>Age</u>	<u>(P=.000)</u>	<u>(P=.000)</u>	<u>(P=.000)</u>
18-24	49.1%	33.3%	30.7%
35-44	61.3%	47.7%	44.2%
45-54	62.2%	46.9%	43.8%
55-64	58.8%	41.2%	32.4%
65+	45.0%	35.6%	11.8%
<u>Ethnicity</u>	<u>(P=.000)</u>	<u>(P=.000)</u>	<u>(P=.000)</u>
White	66.2%	47.9%	37.9%
Hispanic	37.1%	32.2%	24.8%
Black	40.2%	25.5%	19.6%
Other	55.1%	38.8%	38.8%
<u>Schooling</u>	<u>(P=.000)</u>	<u>(P=.000)</u>	<u>(P=.000)</u>
High School	38.1%	30.3%	22.9%
College	69.2%	48.3%	39.5%
Graduate School	70.2%	55.6%	43.0%



<u>% With:</u>	<u>Credit Card, Bank</u>	<u>Credit Card, Retailer</u>	<u>Installment Loan</u>
<u>Income</u>	<u>(P=.000)</u>	<u>(P=.000)</u>	<u>(P=.000)</u>
<15,000	25.0%	23.0%	9.7%
15,000-24,999	41.1%	31.3%	26.6%
25,000-34,999	51.3%	40.2%	36.7%
35,000-44,999	71.7%	51.6%	42.1%
45,000-59,999	74.1%	51.1%	40.0%
60,000+	80.2%	57.3%	53.8%
Refused	49.3%	35.6%	22.2%
<u>Marital Status</u>	<u>(P=.000)</u>	<u>(P=.000)</u>	<u>(P=.000)</u>
Married	58.2%	44.9%	37.0%
Single	47.3%	32.0%	22.6%
<u>Bank Account</u>	<u>(P=.000)</u>	<u>(P=.000)</u>	<u>(P=.000)</u>
Yes	64.2%	46.3%	38.4%
No	16.0%	17.3%	6.5%
<u>Work?</u>	<u>(P=.000)</u>	<u>(P=.000)</u>	<u>(P=.000)</u>
Full Time	60.4%	42.2%	41.5%
Part Time	64.3%	53.6%	32.1%
No	44.2%	34.9%	19.4%



<u>% With:</u>	<u>Credit Card, Bank</u>	<u>Credit Card, Retailer</u>	<u>Installment Loan</u>
<u>Home Status</u>	<u>(P=.000)</u>	<u>(P=.000)</u>	<u>(P=.000)</u>
Own, Outright	51.6%	40.6%	20.1%
Own, Mortgage	68.7%	52.7%	53.1%
Rent	40.1%	24.6%	21.7%
<u>Ever Bankrupt?</u>	<u>(P=.681)</u>	<u>(P=.456)</u>	<u>(P=.026)</u>
No	54.2%	40.6%	31.2%
Yes	56.3%	36.9%	41.7%
<u>Ever Loan Collection?</u>	<u>(P=.075)</u>	<u>(P=.089)</u>	<u>(P=.014)</u>
No	55.2%	41.1%	30.9%
Yes	47.9%	34.3%	40.2%
<u>County Size</u>	<u>(P=.174)</u>	<u>(P=.594)</u>	<u>(P=.402)</u>
A	57.6%	39.9%	32.1%
B	52.7%	40.6%	28.6%
C	53.0%	43.6%	33.8%
D	50.2%	37.8%	34.3%



- **Although informative, the Tables displaying all of the various relationships are not the best way to portray the information for two reasons. First, the tables potentially overstate the importance of various variables because the independent variables themselves are correlated. For example, Age is correlated with Income, Income is correlated with Schooling and Females live longer than Males. Teasing out the truly separate effects needs to be accomplished in a multivariate analysis where the unique contribution of a variable, holding all the others constant, can be assessed. Second, final results should be portrayed in the form of a predictive model with only significant variables included.**
- **To accomplish the above goal the next slide portrays a series of tests. On the first test, all variables were entered into the model. If one or more variables did not significantly contribute, then the least important insignificant variable was removed. This process continued until only significant variables remained.**



Variables In The Model To Predict Whether Someone Currently Has An Installment Loan

Probabilities Variable Does Not Contribute On Step:

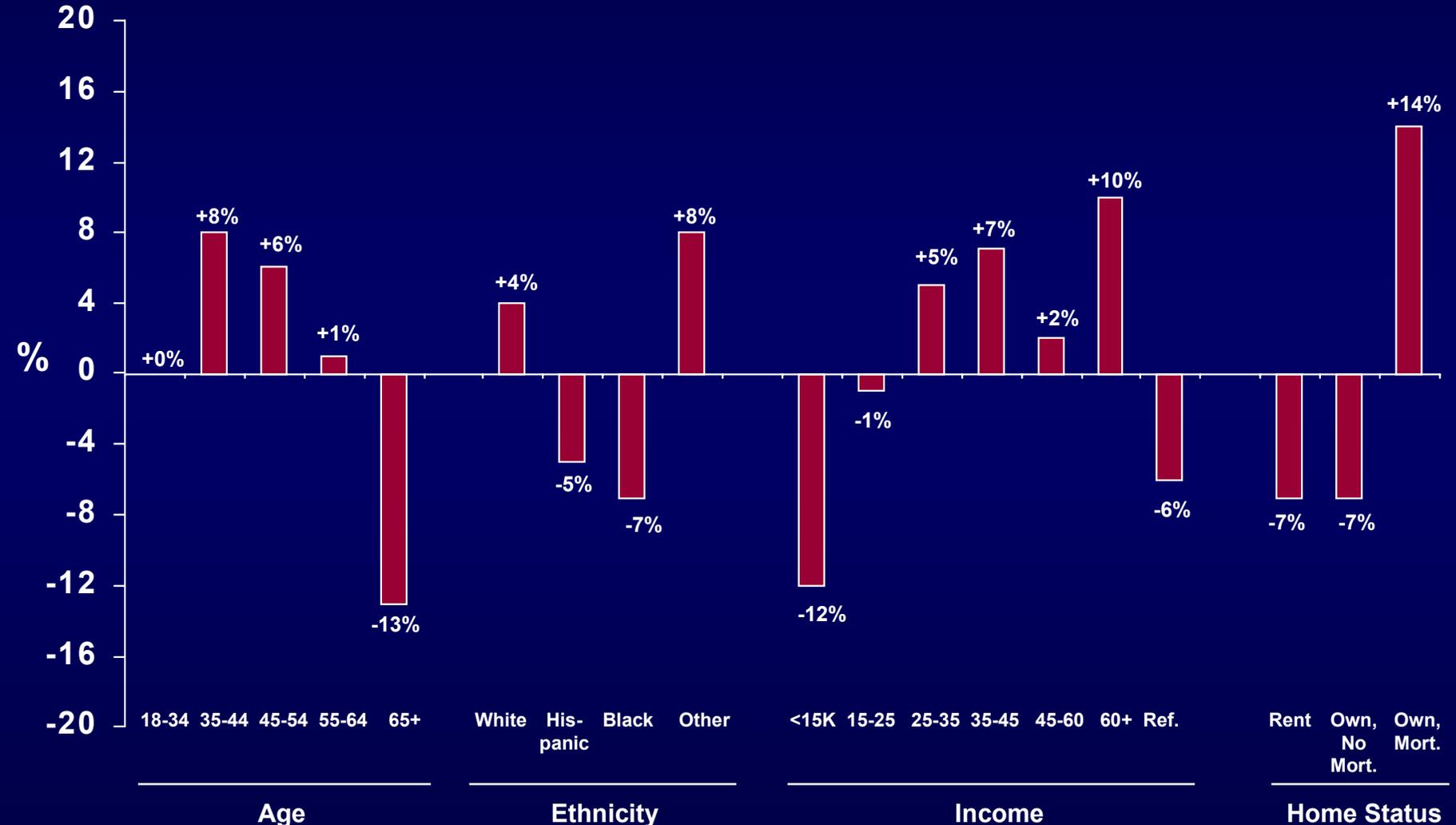
<u>Variables</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>
Age	.000	.000	.000	.000	.000	.000	.000
Ethnicity	.002	.002	.002	.002	.002	.000	.000
Schooling	.184	.183	.146	.160	.183		
Income	.000	.000	.000	.000	.000	.000	.000
Married	.147	.142	.179	.168			
Work	.456	.416					
Own/Rent	.000	.000	.000	.000	.000	.000	.000
Gender	.833						
Collection	.255	.254	.238	.141	.143	.148	
Bankrupt	.312	.315	.322				

■ In the end, only Age, Ethnicity, Income and whether the person rents, owns a home and has a mortgage, or owns a home outright, are necessary to predict the probability they have an installment loan.



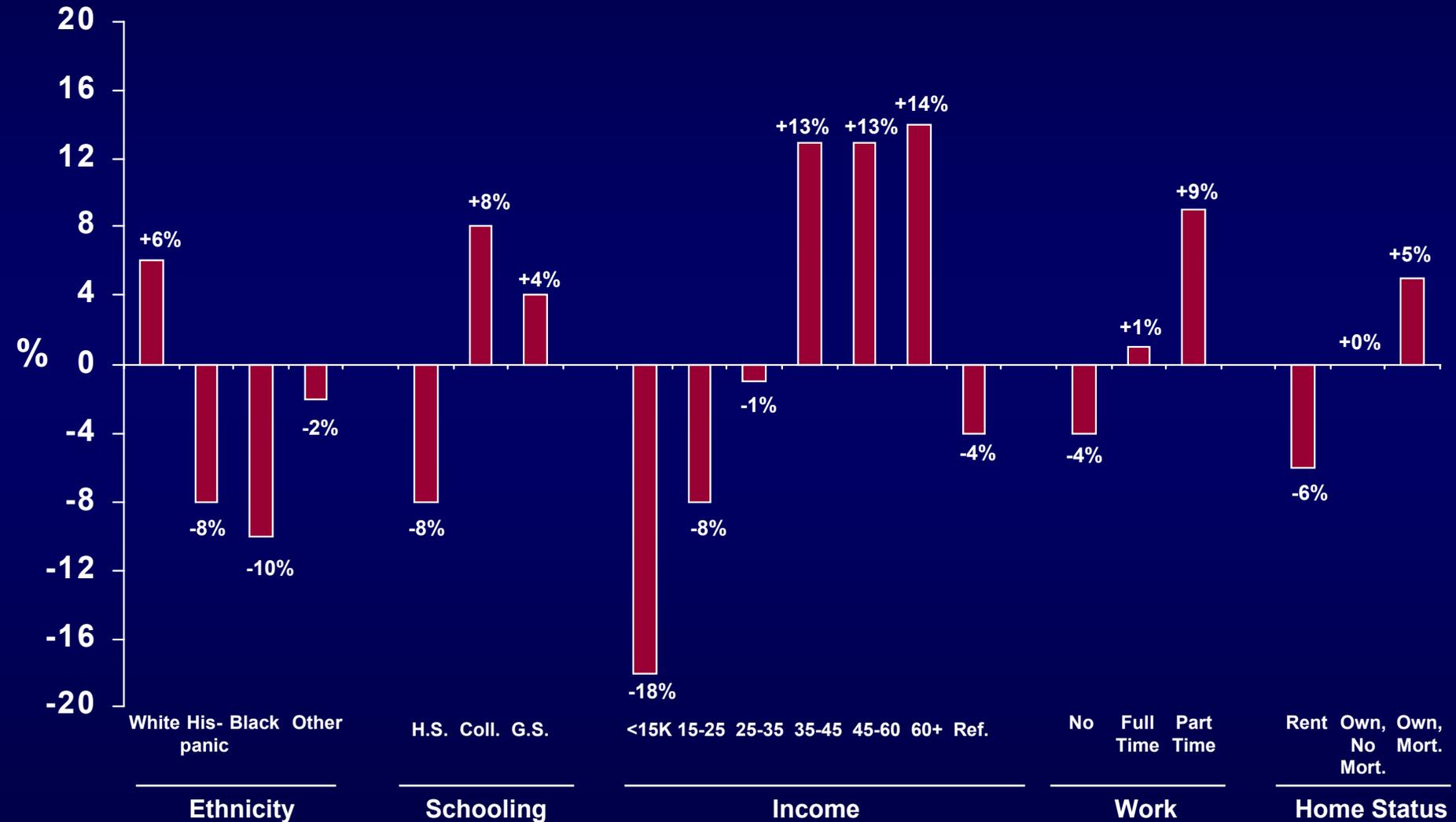
Estimating The Probability That Someone Has An Installment Loan

Start with the fact that, in Texas, 32% of the households have at least one installment loan. Then locate the correct Age, Ethnicity, Income and Home Ownership Status and use the corresponding percentages to add or subtract from 32% to get to the final estimate.



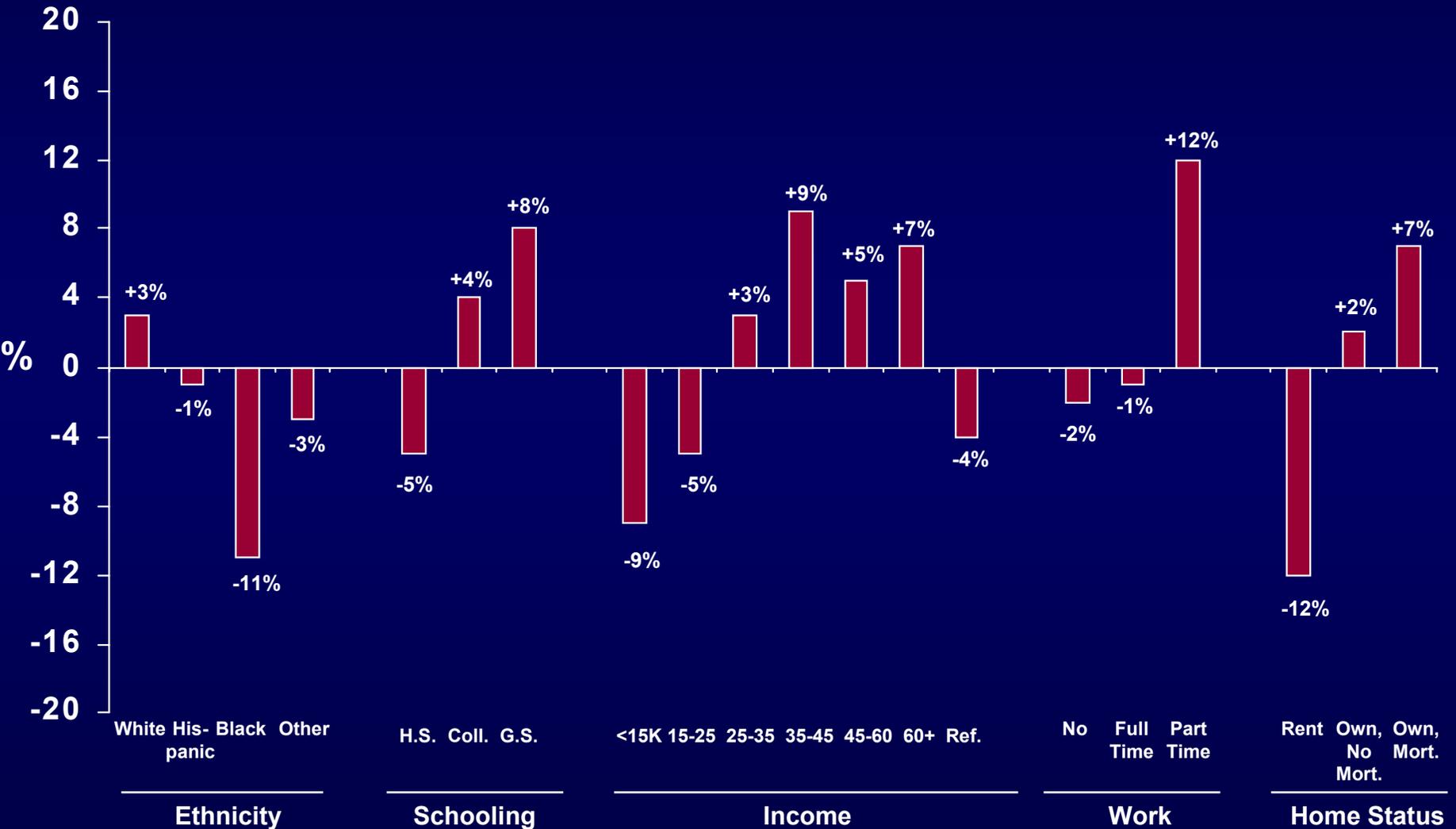
Estimating The Probability That Someone Has A Credit Card Issued By A Bank

Start with the fact that, in Texas, 54% of the households have a credit card issued by a bank. Then locate the correct Ethnicity, Schooling, Income, Work and Home Ownership Status and use the corresponding percentages to add or subtract from 54% to get to the final estimate.



Estimating The Probability That Someone Has A Credit Card Issued By A Retailer

Start with the fact that, in Texas, 40% of the households have a credit card issued by a retailer. Then locate the correct Ethnicity, Schooling, Income, Work and Home Ownership Status and use the corresponding percentages to add or subtract from 40% to get to the final estimate.

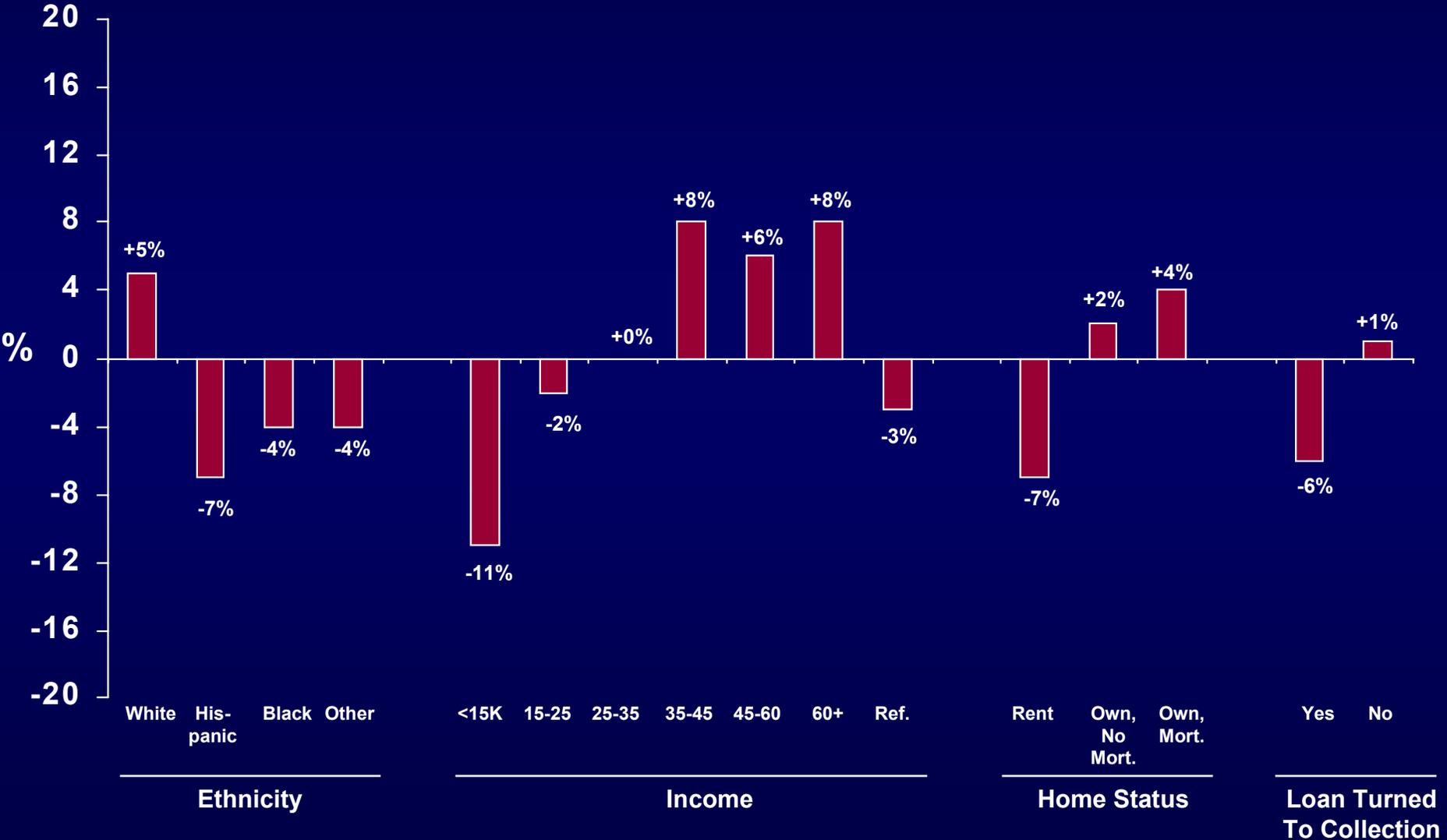


Sample Base: All 1,501 Respondents



Estimating The Probability That Someone Has, Or Could Get, An Installment Loan

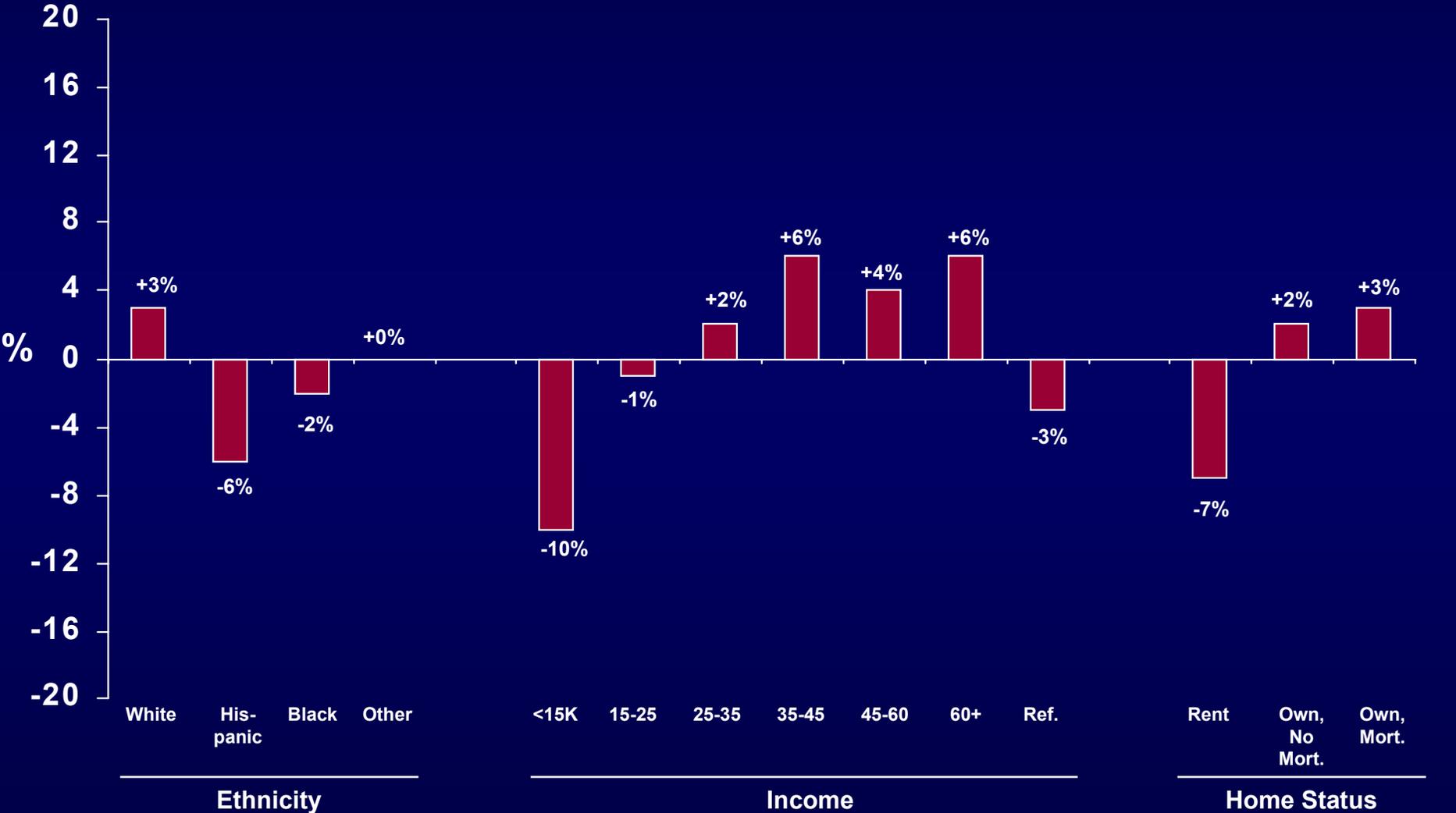
Start with the fact that, in Texas, 84% of the households say they have, or could get, an installment loan. Then locate the correct Ethnicity, Income, Home Ownership Status, and Loan Turned To Collection and use the corresponding percentages to add or subtract from 84% to get to the final estimate.



Sample Base: All 1,501 Respondents

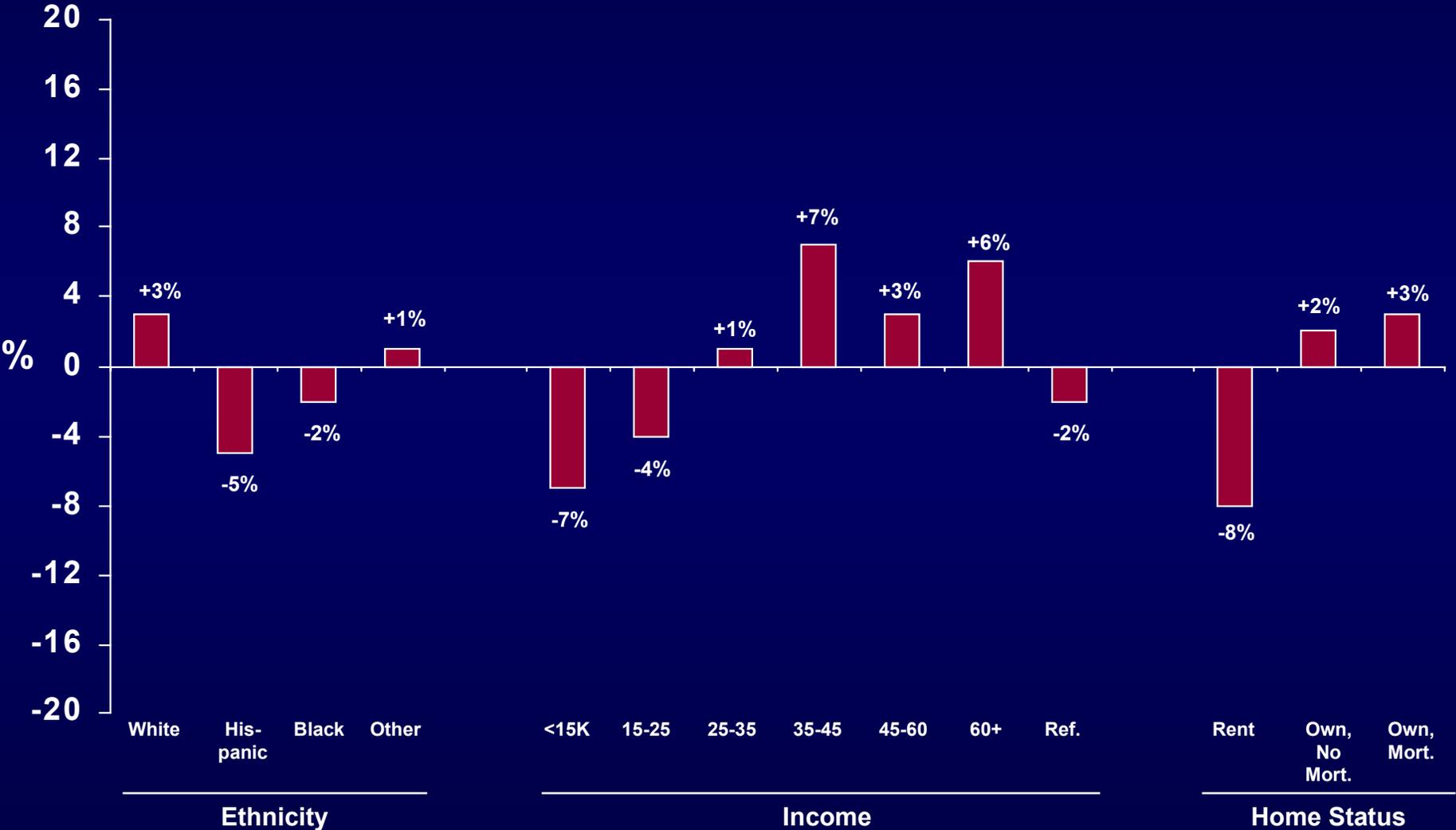
Estimating The Probability That Someone Has, Or Could Get, A Credit Card Issued By A Bank

Start with the fact that, in Texas, 89% of the households say they have, or could get, a credit card issued by a bank. Then locate the correct Ethnicity, Income, and Home Ownership Status and use the corresponding percentages to add or subtract from 89% to get to the final estimate.



Estimating The Probability That Someone Has, Or Could Get, A Credit Card Issued By A Retailer

Start with the fact that, in Texas, 87% of the households say they have, or could get, a credit card issued by a retailer. Then locate the correct Ethnicity, Income, and Home Ownership Status and use the corresponding percentages to add or subtract from 87% to get to the final estimate.



Section B Of Survey: Installment Loans
N = 479

Responses By Question - Installment Loans

B1) How many installment loans do you currently have? (Read List)

49.5% 1 30.5% 2 11.7% 3 8.4% 4 or more

(If over 1 say...) Please answer the following questions in terms of the largest installment loan you have.

B2) What was financed with the installment loan? (Read List)

67.6% Automobile
4.8% School/Education
4.2% Furniture or appliance
0.0% Vacation
23.4% Other (Other included: Boats, trailers, motorcycles, jet skis, computers, etc.)

B3) What was the original loan amount? \$ _____

21.9% Don't remember (Do not read)

Of the 374 who could remember:

5.1% Under \$2K 18.7% \$2K-<10K 32.1% \$10K-<20K 34.0% \$20K-<40K
5.9% \$40K-<80K 4.3% \$80K & up

The answers ranged from \$150 to \$625,000 and averaged \$23,175.



B4) What is the interest rate? _____%

31.1% Don't remember (Do not read)

Of the 330 who could remember:

<u>7.6%</u>	Under 6%	<u>34.2%</u>	6%-<8%	<u>30.0%</u>	8%-<10%	<u>11.2%</u>	10%-<12%
<u>6.7%</u>	12%-<14%	<u>2.4%</u>	14%-<16%	<u>0.9%</u>	16%-<18%	<u>3.9%</u>	18%-<20%
<u>3.0%</u>	20% & up						

The answers ranged from 0% to 29% and averaged 9.23%.

B5) Specified in terms of years, what is the life of the loan? _____years

6.3% Don't remember (Do not read)

Of the 449 who could remember:

<u>4.5%</u>	Under 2	<u>4.9%</u>	2	<u>16.5%</u>	3	<u>20.3%</u>	4	<u>31.8%</u>	5
<u>3.6%</u>	6-<10	<u>4.0%</u>	10-<15	<u>6.0%</u>	15-<20	<u>1.8%</u>	20-<30	<u>6.7%</u>	30 & up

The answers ranged from under 1 year to 40 years and averaged 7.

B6) Are payments made: (Read List)

1.0% Weekly 96.9% Monthly 1.7% Quarterly 0.4% Yearly



B7) What type of lender made the loan? (Read List)

<u>40.7%</u>	Bank
<u>2.5%</u>	Savings & Loan
<u>19.8%</u>	Credit Union
<u>34.4%</u>	Finance company (like GMAC, Ford Credit, Household Finance, etc.)
<u>2.5%</u>	Other (Please specify _____) (Other included: Furniture store, Government program, Privately owned car lot, Not sure, etc.)

Consider for a moment how you obtained the loan.

B8) How many different lenders did you investigate?

10.9% Don't remember (Do not read)

Of the 427 who did remember:

66.7% 1 13.1% 2 12.6% 3 4.9% 4 1.2% 5 1.4% 6 or more

B9) Did you apply for the loan in person, over the phone or over the Internet?

75.8% In person
22.3% Over the phone
1.9% Over the Internet

B10) To the best of your knowledge, did the lending company check on your credit worthiness?

87.1% Yes (Continue with QB11)
4.2% No (Go to QB14)
8.8% Don't remember (Do not read, Go to QB14)



B11) (If yes to B10, N=417) If you saw the credit report was it fair and accurate?

<u>57.3%</u>	Yes (Go to QB14)
<u>4.8%</u>	No (Continue with QB12)
<u>36.2%</u>	Did not see it (Go to QB14)
<u>1.7%</u>	Don't remember (Do not read, Go to QB14)

B12) (If no to B11, N=20) Were you able to resolve the dispute?

<u>60.0%</u>	Yes (Continue with QB13)
<u>35.0%</u>	No (Continue with QB13)
<u>5.0%</u>	Don't remember (Do not read, Go to QB14)

B13) (If yes or no to B12, N=19) Was the process of trying to resolve the dispute reasonably easy?

<u>31.6%</u>	Yes
<u>63.2%</u>	No
<u>5.3%</u>	Don't remember (Do not read)

B14) Where was the loan closed? (Read List)

<u>37.8%</u>	At a financial institution
<u>27.3%</u>	At the lending company's offices
<u>22.3%</u>	At a car dealership
<u>7.7%</u>	Other (Please specify _____)
<u>4.8%</u>	Don't Remember

(Other included: At the store, Through the mail, A lawyer's office, At my school)



B15) How many days were there between when you first applied for the loan and when you received the funds?

15.4% Don't remember (Do not read)

Of the 405 who remembered:

16.5% 0 41.0% 1 10.4% 2 6.9% 3 12.3% 4-10 3.2% 11-20
6.7% 21-30 3.0% Over 30

B16) How did you first hear about the lender who offered you your installment loan? (Read List, check one only)

31.5% Place where you bought the item being financed
11.1% Lobby banner in a bank
10.0% From another person
8.1% Signage at the lender's location
3.8% Something in the mail
1.0% TV
1.0% Newspaper
1.0% Internet
0.8% Phone solicitation
0.4% Magazine
0.2% Radio
0.2% Billboard
21.1% Other
9.6% Don't remember (Do Not Read)



B17) Please describe any particular problems that came up during the lending or repayment process. (Installment Loan)

Percent of Respondents

Characteristic Phrase

93.7%

I did not have any problems / None whatsoever / There were no problems

1.5%

Found the interest rate to be a little bit too high / High interest rates

0.4%

The credit report was not fair and accurate / There was something on the credit application that wasn't supposed to be there

4.4%

Other (Examples: There was too much paperwork to be done at the time / I tried to lower the payment / I didn't have any credit record when they checked my credit / I applied over the Internet, told approved, but then needed additional paperwork)



B18) What do you see as the primary benefits of this type of loan? (Installment Loan)

Percent of Respondents

Characteristic Phrase

37.2%	They let me borrow money when I really needed it / I don't have the cash for a car / I got what I wanted / It got me a car / Being able to purchase a product without paying all at once
19.8%	Low interest rates / The interest rate was good / They have very low interest rates
11.5%	It is quick and easy / It was pretty easy to get / I think that it was quick and fair and it makes life easier / Convenience / No hassle, can get it done that day
9.0%	I don't see any benefits / There are no benefits
7.5%	You can pay over a long period of time / You don't have to pay the money all at once / Smaller payments over a longer period of time / You don't pay as much monthly
2.7%	That allowed me to get the car I wanted even though I had no credit; it's helping my credit history / They gave me a trial run with bad credit / A way for us to build our credit back up / Establish a credit line
2.7%	It helped me get through school with a low interest rate and they defer the payments until I'm out of school / It allowed me to go to school
2.1%	I know the people I dealt with and I trust them / I used a local bank and they are honest
2.1%	It can all be consolidated into one payment / It gets my debts down
3.3%	Nothing comes to mind / I don't know
2.1%	Other



B19) Thinking overall about the process of obtaining the loan, please use a “1” to “10” scale to rate your agreement or disagreement with the following statements. Use a “10” to mean you “Strongly Agree” and a “1” to mean you “Strongly Disagree”.



• Note that there were no significant relationships between any of the above ratings and any of the demographic variables.

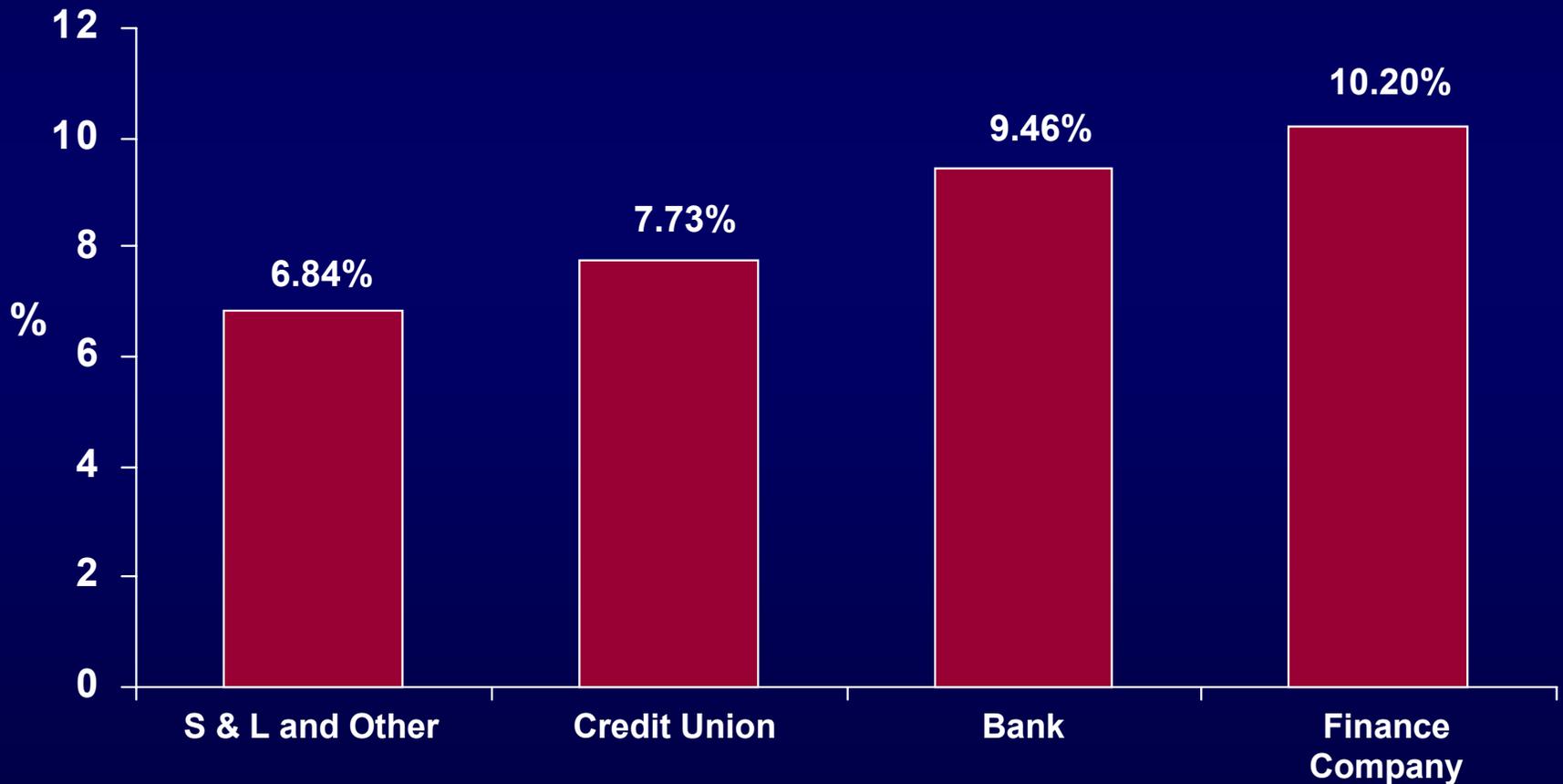
B20) Have you ever been late with a payment on this loan?

17.3% Yes
82.7% No



Significant Differences Between Installment Loan Answers And Other Demographic Variables

- Some significant differences that were observed and would obviously be expected included:
 - Original loan amounts (B3) were larger for people with higher incomes and for people with checking, savings, or share draft accounts.
 - There was a significant difference in the average interest rate by type of lender. (P=.000)



Section C Of Survey: Credit Cards Issued By Retailers
N = 606

Responses By Question – Credit Card Issued By Retailer

C1) In total, how many credit cards issued by a retailer do you currently have? (Read List)

20.8% 1 23.1% 2 19.6% 3 36.5% 4 or more

(If over 1 say...) Please answer the following questions in terms of the retail credit card you use the most.

C2) Do you typically pay off the balance in full each month?

63.0% Yes
37.0% No

C3) Whether or not you typically pay the balance in full each month, do you have an outstanding balance on that card now?

51.7% Yes
48.3% No

C4) (If yes to QC3, N=313) How much is the balance? \$_____

36.4% said they could not remember

Of the 199 who said they could remember:

13.1% Up to \$100 28.6% \$101-\$300 17.6% \$301-\$600 17.1% \$601-\$1,000
22.1% \$1,001-\$5,000 1.5% Over \$5,000

The answers ranged from \$19 to \$8,000 and averaged \$1,010.



C5) For those months when you don't pay the balance in full, what is your interest rate?

46.9% said they could not remember

Of the 322 who said they could remember:

<u>7.5%</u>	Under 6%	<u>1.9%</u>	6%-<8%	<u>5.6%</u>	8%-<10%	<u>2.5%</u>	10%-<12%
<u>8.4%</u>	12%-<14%	<u>8.1%</u>	14%-<16%	<u>6.2%</u>	16%-<18%	<u>27.6%</u>	18%-<20%
<u>32.3%</u>	20% & up						

The answers ranged from 0% to 29% and averaged 16.23%.

C6) To the best of your knowledge, did the retailer that issued your card check on your credit worthiness?

<u>75.6%</u>	Yes (Continue with QC7)
<u>6.1%</u>	No (Go to QC10)
<u>18.3%</u>	Don't remember (Do not read, Go to QC10)

C7) (If yes to C6, N=458) If you saw the credit report was it fair and accurate?

<u>48.0%</u>	Yes (Go to QC10)
<u>0.9%</u>	No (Continue with QC8)
<u>48.0%</u>	Did not see it (Go to QC10)
<u>3.1%</u>	Don't remember (Do not read, Go to QC10)



C8) (If no to C7, N=4) Were you able to resolve the dispute?

<u>0.0%</u>	Yes (Continue with QC9)
<u>100.0%</u>	No (Continue with QC9)
<u>0.0%</u>	Don't remember (Do not read, Go to QC10)

C9) (If yes or no to C8, N=4) Was the process of trying to resolve the dispute reasonably easy?

<u>25.0%</u>	Yes
<u>75.0%</u>	No
<u>0.0%</u>	Don't remember (Do not read)

C10) How did you first hear about the availability of this card? (Read List, check one only)

<u>60.4%</u>	Retailer where you shop
<u>17.8%</u>	Something in the mail
<u>2.6%</u>	From another person
<u>1.2%</u>	Phone solicitation
<u>0.8%</u>	Newspaper
<u>0.3%</u>	TV
<u>0.3%</u>	Billboard
<u>0.2%</u>	Magazine
<u>0.2%</u>	Internet
<u>0.0%</u>	Radio
<u>3.3%</u>	Other
<u>12.9%</u>	Don't remember (Do Not Read)



C11) Please describe any particular problems that came up during the application for, or use of, this credit card. (Credit Card issued by a retailer)

- **97.2% stated they had no problems**

Problems cited included:

- § **The limit is not high enough**
- § **Interest rates being raised without proper notification**
- § **Had charges on it I didn't make**
- § **I was charged more than I owed**
- § **They tried to sign me up for insurance**
- § **I was young and they didn't want to give it to me**
- § **There was a mistake on my credit report**
- § **I waited a long time to get my card**
- § **They were rude because I didn't have a job**
- § **I was late one month and they wouldn't let me use it**
- § **I don't remember, it was so long ago**

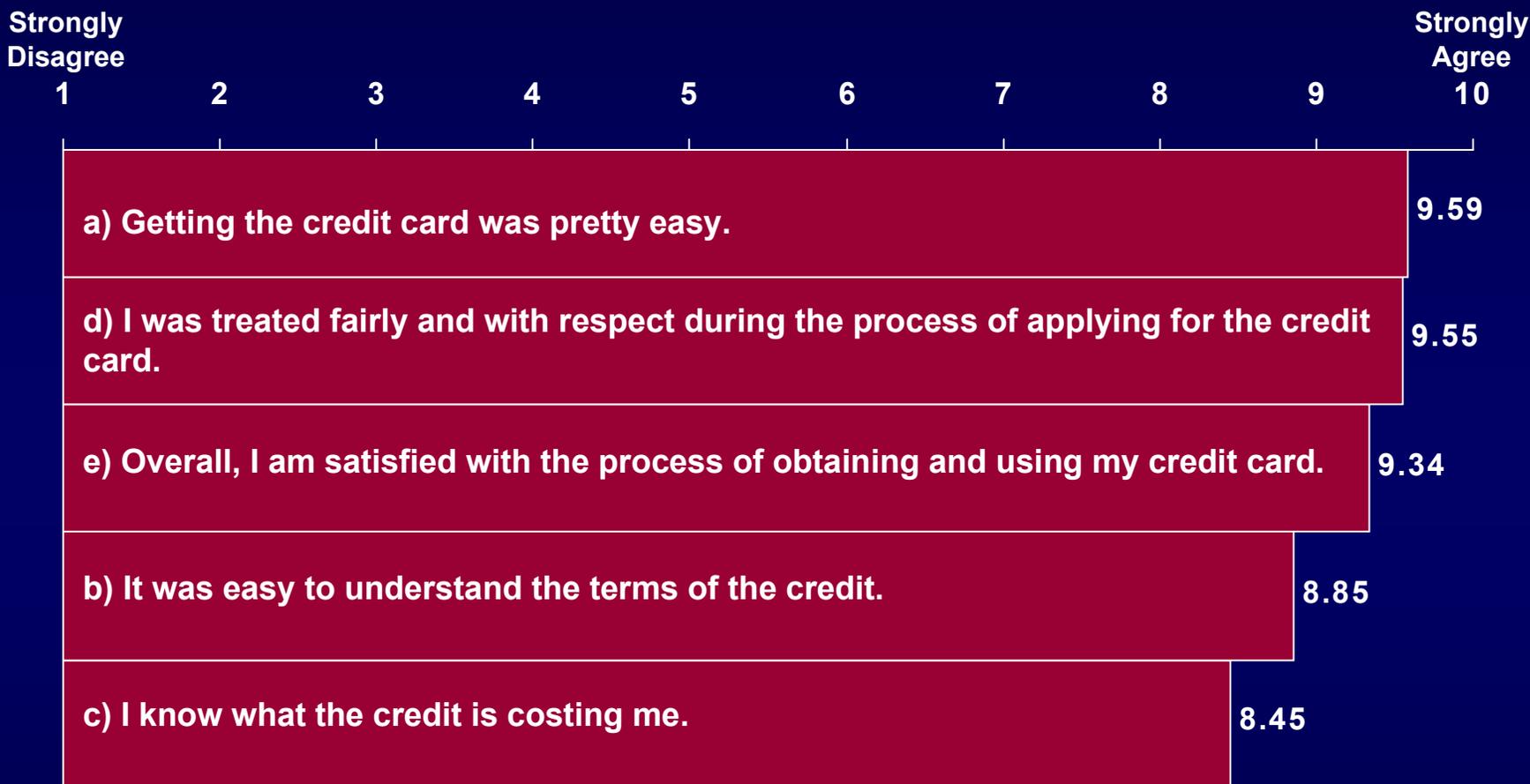


C12) What do you see as the primary benefits of this type of credit card?

<u>Percent of Respondents</u>	<u>Characteristic Phrase</u>
28.2%	Able to buy things and pay it off later / It allows you to live beyond your means / Being able to purchase merchandise when I need it
21.6%	They are very easy to use / Convenient / I can use it whenever I want / It's quicker
12.0%	It's handy when you don't have cash on you / I don't need to have cash on me at all times / I don't have to carry money around
8.9%	I see no benefits / I'm about to cut it up / None
6.8%	They gave 10% off on the purchase / Discounts / Special promotions / Good for store specials
4.5%	It helps me for any emergency use / It's good for emergencies
2.1%	Low interest rates
2.1%	The monthly payments aren't high / It's easy to pay off monthly
2.1%	You don't have to write a check until the end of the month / It gives a little extra time to pay for things / You keep the money for 30 days
1.8%	Establishing credit / I can build up good credit if I pay on time / Build up my credit
1.2%	It helps you keep track of purchases / It helps keep track of gas expenses
1.2%	Being able to go into the store and not write a check / Saves on writing checks
1.0%	Traveling / We can travel without carrying cash for gas and such
0.8%	If you disagree with a purchase you have some protection / Easier to return things
4.9%	I don't know
0.8%	Other



C13) Thinking overall about the process of obtaining the card, please use a “1” to “10” scale to rate your agreement or disagreement with the following statements. Use a “10” to mean you “Strongly Agree” and a “1” to mean you “Strongly Disagree”.



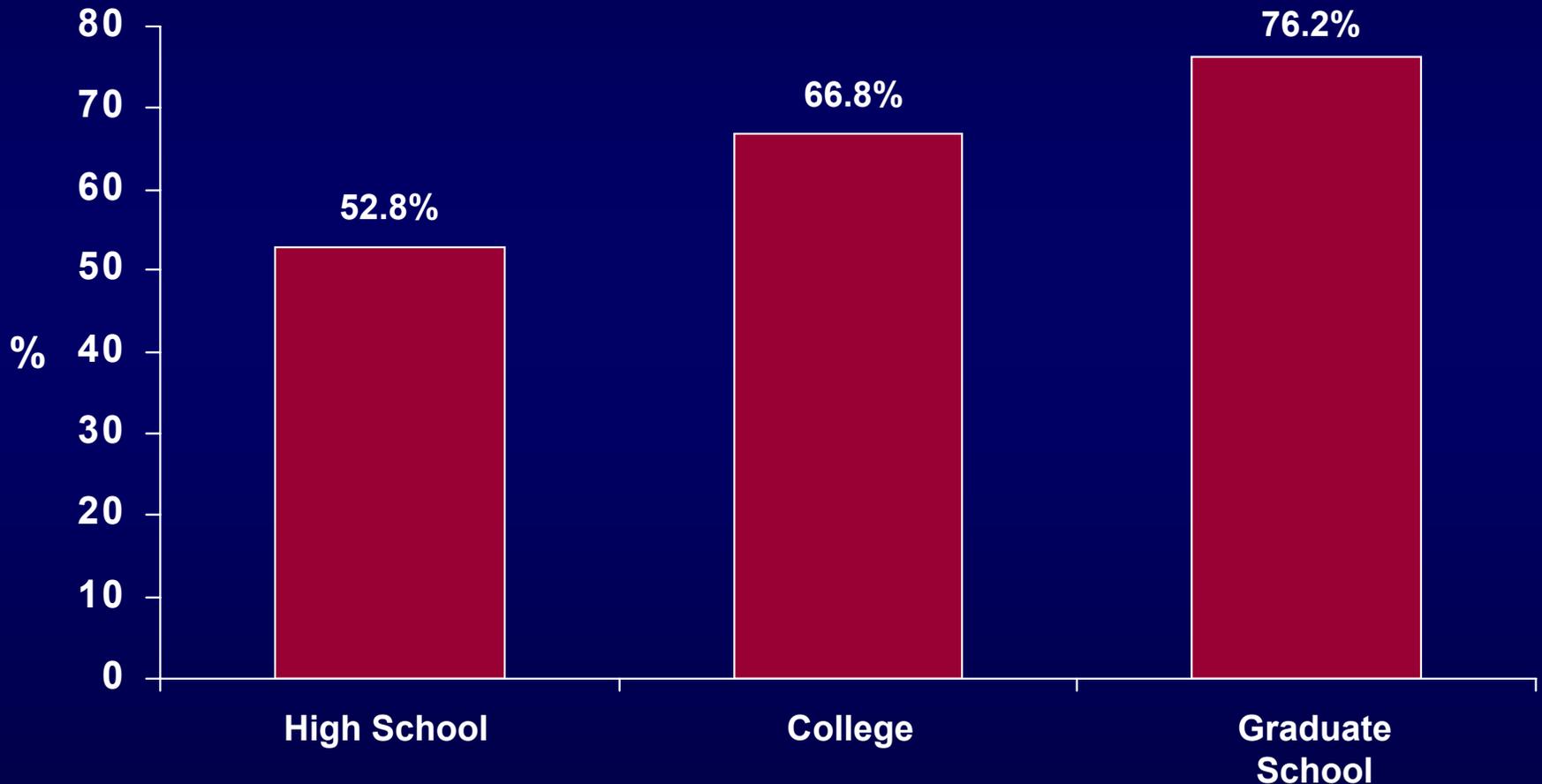
C14) Have you ever been late with a payment on this credit card?

23.3% Yes
76.7% No

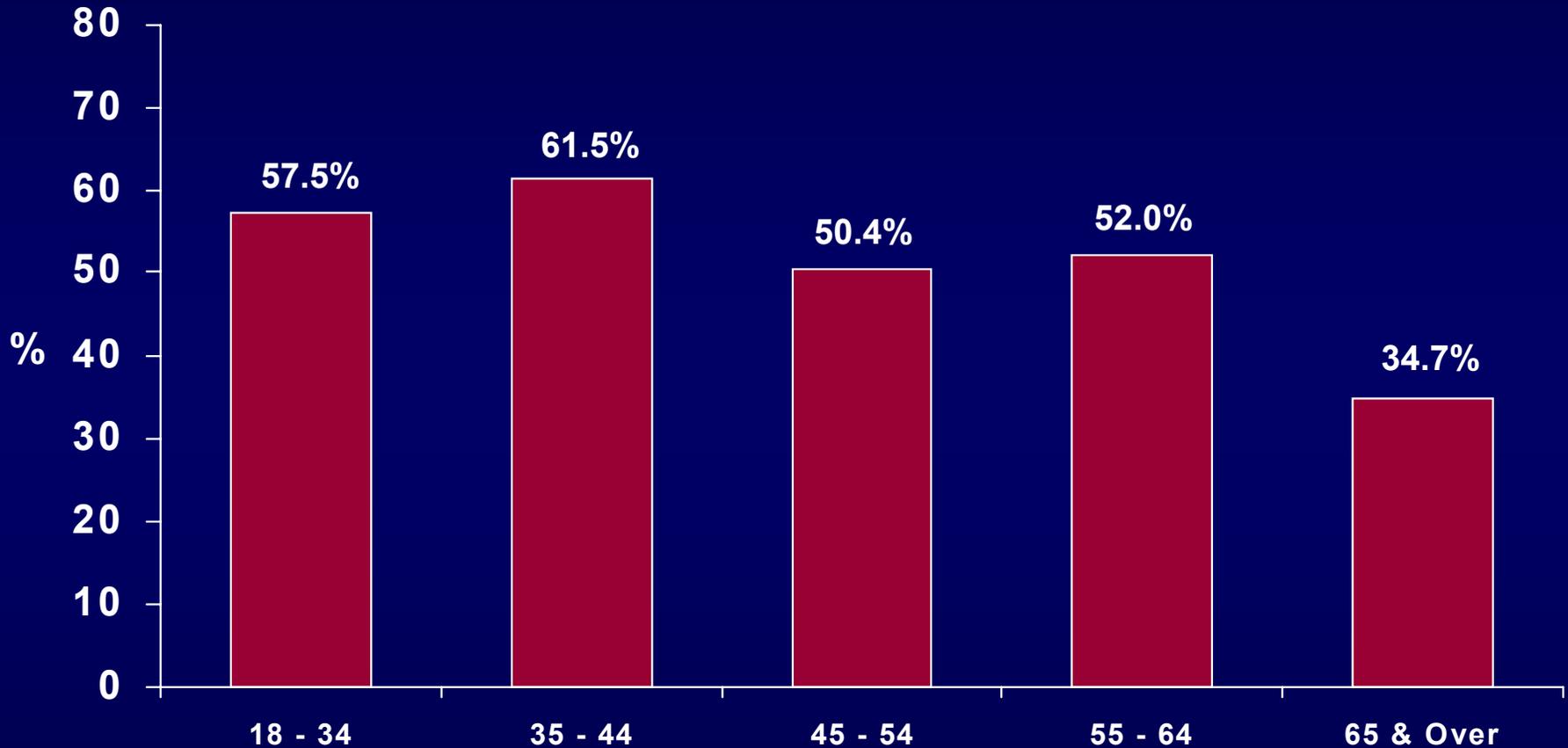


Two clearly significant differences emerged when the retailer credit card answers were tested against the demographic variables.

Percent Of Respondents Who Say They Typically Pay Off The Balance Each Month: By Highest Schooling Attended (P=.000)



The Percent Who (Regardless Of What They Say They Typically Do) Have An Outstanding Balance On Their Card Now: By Age (P=.000)



Section D Of Survey: Credit Cards Issued By A Bank
N = 816

Responses By Question – Credit Card Issued By A Bank

D1) In total, how many credit cards issued by a bank do you currently have? (Read List)

40.4% 1 30.9% 2 14.6% 3 14.1% 4 or more

(If over 1 say...) Please answer the following questions in terms of the credit card you use the most.

D2) Do you typically pay off the balance in full each month?

55.9% Yes
44.1% No

D3) Whether or not you typically pay the balance in full each month, do you have an outstanding balance on that card now?

56.9% Yes
43.1% No

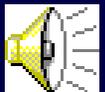
D4) (If yes to QD3, N=464) How much is the balance? \$_____

33.2% said they could not remember

Of the 310 who said they could remember:

7.4% Up to \$100 18.4% \$101-\$300 11.6% \$301-\$600 15.8% \$601-\$1,000
38.7% \$1,001-\$5,000 8.1% Over \$5,000

The answers ranged from \$30 to \$74,000 and averaged \$2,306.



D5) For those months when you don't pay the balance in full, what is your interest rate?

40.3% said they could not remember

Of the 487 who said they could remember:

<u>7.4%</u> Under 6%	<u>4.3%</u> 6%-<8%	<u>14.6%</u> 8%-<10%	<u>7.0%</u> 10%-<12%
<u>13.6%</u> 12%-<14%	<u>11.5%</u> 14%-<16%	<u>6.6%</u> 16%-<18%	<u>22.0%</u> 18%-<20%
<u>13.1%</u> 20% & up			

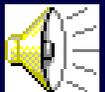
The answers ranged from 0% to 25% and averaged 13.99%.

D6) To the best of your knowledge, did the credit card company that issued your card check on your credit worthiness?

<u>77.0%</u>	Yes (Continue with QD7)
<u>5.6%</u>	No (Go to QD10)
<u>17.4%</u>	Don't remember (Do not read, Go to QD10)

D7) (If yes to D6, N=628) If you saw the credit report was it fair and accurate?

<u>45.5%</u>	Yes (Go to QD10)
<u>1.8%</u>	No (Continue with QD8)
<u>51.1%</u>	Did not see it (Go to QD10)
<u>1.6%</u>	Don't remember (Do not read, Go to QD10)



D8) (If no to D7, N=11) Were you able to resolve the dispute?

<u>9.1%</u>	Yes (Continue with QD9)
<u>90.9%</u>	No (Continue with QD9)
<u>0.0%</u>	Don't remember (Do not read, Go to QD10)

D9) (If yes or no to D8, N=11) Was the process of trying to resolve the dispute reasonably easy?

<u>18.2%</u>	Yes
<u>81.8%</u>	No
<u>0.0%</u>	Don't remember (Do not read)

D10) How did you first hear about the availability of this card? (Read List, check one only)

<u>47.1%</u>	Something in the mail
<u>15.3%</u>	Lobby banner in a bank
<u>3.3%</u>	From another person
<u>2.8%</u>	Phone solicitation
<u>2.0%</u>	TV
<u>1.5%</u>	A retailer where you shop
<u>1.0%</u>	Magazine
<u>1.0%</u>	Internet
<u>0.5%</u>	Newspaper
<u>0.2%</u>	Radio
<u>0.1%</u>	Billboard
<u>10.3%</u>	Other
<u>15.0%</u>	Don't remember (Do Not Read)



D11) Please describe any particular problems that came up during the application for, or use of, this credit card. (Credit Card issued by a bank)

Percent of Respondents

Characteristic Phrase

95.3%	No problems, it was easy / There weren't any / I did not have any problems / There were no problems and we even had a chance to look at our credit report
1.2%	It didn't stay at a normal, decent interest rate / The interest rates are too high / I had to call them to honor the lower interest rates offered
0.2%	I don't remember
3.2%	Other (Examples: The terms have changed on the late fee / The processing fee / The credit limit is low / I was bankrupt / It took awhile to finally get the card / They accessed the wrong credit bureau)



D12) What do you see as the primary benefits of this type of credit card?

(Credit Card issued by a bank)

<u>Percent of Respondents</u>	<u>Characteristic Phrase</u>
32.7%	They are easy to use / It's available whenever I need it / Convenient / I can purchase everything with one
11.5%	It comes in handy for emergencies / When I have an emergency I can take money out / In case you have a big debt that comes up you have something to pay it with
9.9%	I can use it when I don't have cash / I don't need to carry cash with me at all times / Handy when you don't have cash
9.6%	You can buy things you normally wouldn't buy due to a lack of available cash / Allows me to pay for books for school / Able to purchase things without having cash on hand / The ability to buy things and pay for them later
8.3%	I don't see any benefits / None
5.9%	Very low interest rates / The interest rate is reasonable / 2.9% introductory rate
4.2%	Good for when you travel / Don't have to take cash on a vacation
3.6%	It's convenient to use wherever you go / You can use it in a lot of places / You can use it almost anywhere you go / Wide acceptance
3.4%	To build credit / It can build my credit for when we want to buy a house or car

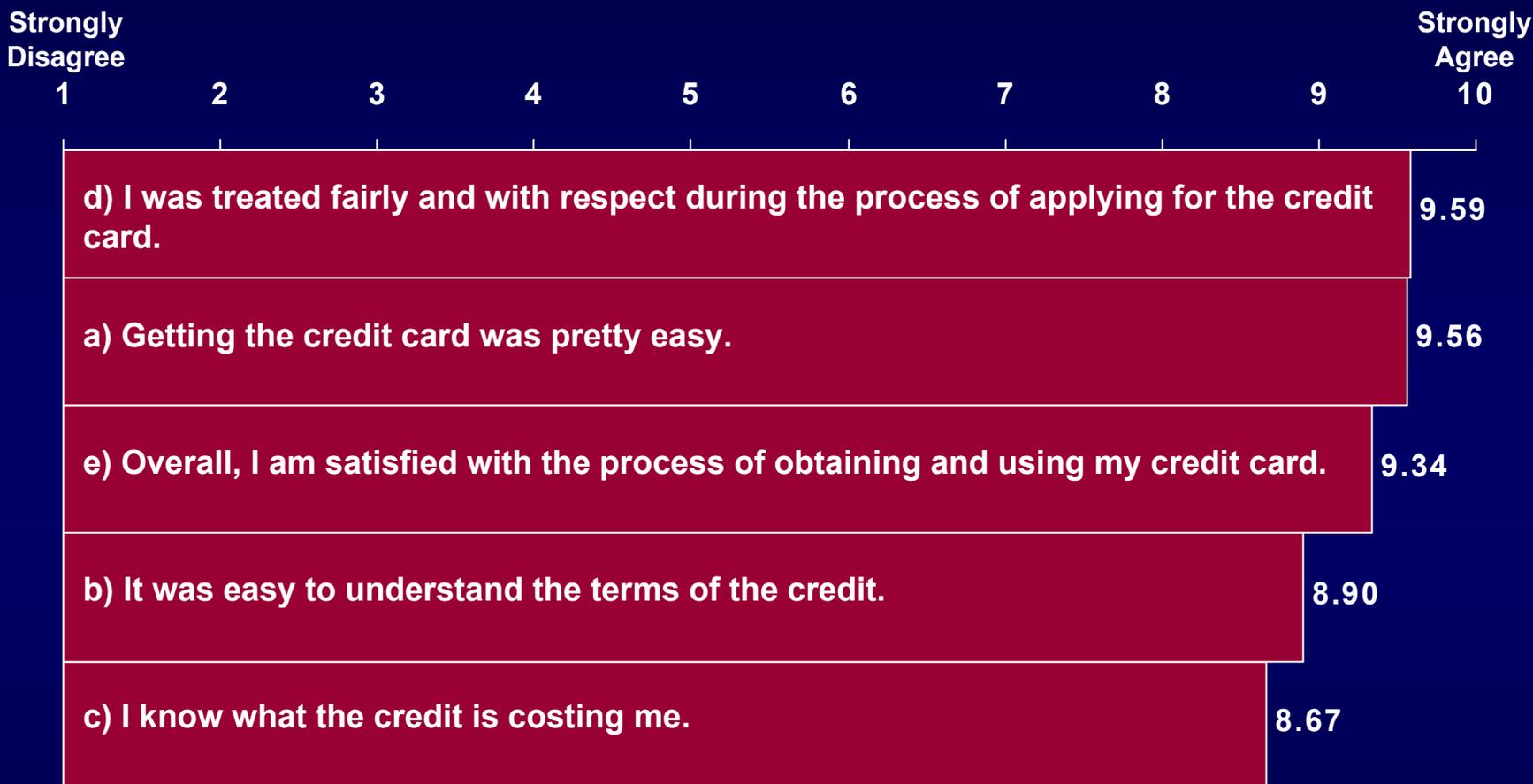


D12) What do you see as the primary benefits of this type of credit card?

(Credit Card issued by a bank) - Continued

<u>Percent of Respondents</u>	<u>Characteristic Phrase</u>
2.7%	Easier to use than checks / Keeps you from writing checks / To be able to pay when you don't have time to write a check
2.6%	Not having to pay right away / Not having to write a check until the end of the month / One monthly check instead of several
2.6%	There are rewards / With this card, GM, you can build up money towards a new car / Gives credit points toward retail purchases / They offer you cash back on however much you spend
2.6%	Reservations / Booking something over the phone / To check into hotels / Airline tickets / Internet and phone use / Mail order / Airline tickets / I can make ticket reservations
2.5%	I get frequent flier miles / I get airline miles for Continental
1.8%	I can get a cash advance / It's easy to get cash / Whenever I need money I can get it
1.5%	Discounts on car rentals and insurance coverage / Good to rent a car
1.2%	Helps me keep track of purchases / Monthly statements that detail purchases / You have a better idea of your spending habits / Easy record keeping
0.9%	High credit limits / There's no limit on it
1.2%	I don't know / I couldn't tell you
1.2%	Other

D13) Thinking overall about the process of obtaining the card, please use a “1” to “10” scale to rate your agreement or disagreement with the following statements. Use a “10” to mean you “Strongly Agree” and a “1” to mean you “Strongly Disagree”.



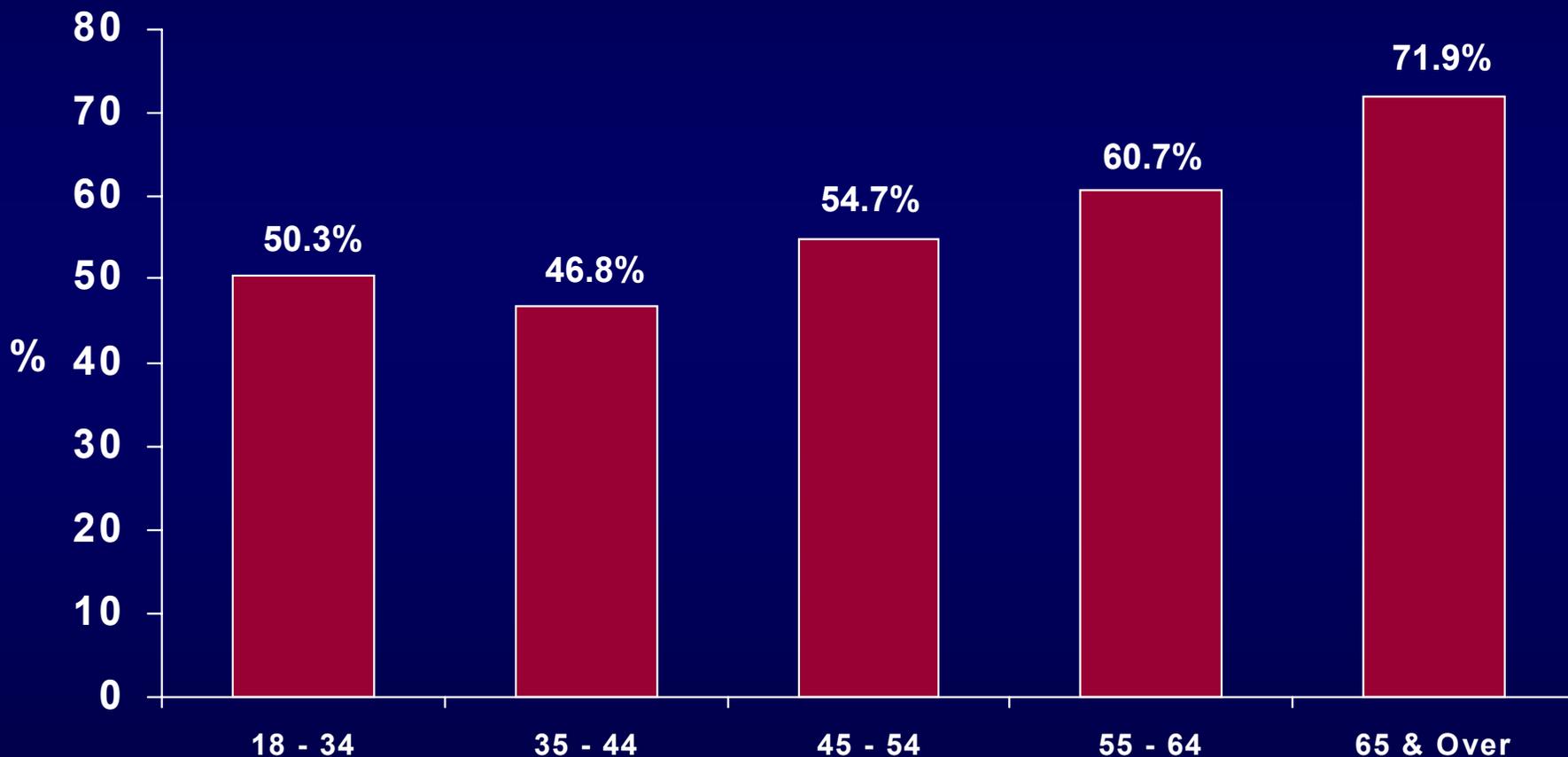
D14) Have you ever been late with a payment on this credit card?

24.0% Yes
76.0% No



■ A significant difference by Age emerged when the bank credit card answers were tested against the demographic variable.

The Percent Of Respondents Who Say They Typically Pay Off The Credit Card Balance Each Month: By Age (P=.000)



Section E Of Survey: Investment Loans
N = 30

Responses By Question - Investment Loans

E1) How many investment loans do you currently have? (Read List)

73.3% 1 13.3% 2 6.7% 3 6.7% 4 or more

(If over 1 say...) Please answer the following questions in terms of the largest installment loan you have.

E2) What type of purchase was financed with the investment loan? (Read List)

33.3% Buy land or other real estate
16.7% Buy stock or mutual funds
13.3% Buy into a business
36.7% Other (Please specify _____)
(Other included: 401K, Equipment, Crops, Farm animals)

E3) What was the original loan amount? \$_____

33.3% said they could not remember

Of the 20 who said they could remember:

55.0% Under \$10,000 30.0% \$10,001-\$100,000 15.0% Over \$100,000

The answers ranged from \$500 to \$690,000 and averaged \$74,060.

E4) What is the interest rate? _____%

33.3% said they could not remember

Of the 20 who said they could remember:

15.0% Under 7% 35.0% 7%-<10% 35.0% 10%-<13% 15.0% 13% & up

The answers ranged from 6% to 20% and averaged 9.99%.

E5) Specified in terms of years, what is the life of the loan? _____years

16.7% said they could not remember

Of the 25 who said they could remember:

44.0% Under 5 yrs. 20.0% 5-<10 12.0% 10-<15 12.0% 15-<20 12.0% 20 or more

The answers ranged from 1 year to 30 years and averaged 7.68 years.

E6) Are payments made: (Read List)

16.7% Weekly 60.0% Monthly 6.7% Quarterly 16.7% Yearly

E7) What type of lender made the loan? (Read List)

<u>53.3%</u>	Bank
<u>6.7%</u>	Savings & Loan
<u>23.3%</u>	Credit Union
<u>10.0%</u>	Finance company
<u>0.0%</u>	Seller of the property
<u>6.7%</u>	Other (Please specify _____) (Other included: My 401K plan, A securities firm)

Consider for a moment how you obtained the loan.

E8) How many different lenders did you investigate?

16.7% said they could not remember

Of the 25 who said they could remember:

68.0% 1 12.0% 2 12.0% 3 4.0% 4 0.0% 5 4.0% 6 or more

E9) Did you apply for the loan in person, over the phone or over the Internet?

<u>70.0%</u>	In person
<u>30.0%</u>	Over the phone
<u>0.0%</u>	Over the Internet

E10) To the best of your knowledge, did the lending company check on your credit worthiness?

<u>83.3%</u>	Yes (Continue with QE11)
<u>10.0%</u>	No (Go to QE14)
<u>6.7%</u>	Don't remember (Do not read, Go to QE14)

E11) (If yes to E10, N=25) If you saw the credit report was it fair and accurate?

<u>64.0%</u>	Yes (Go to QE14)
<u>4.0%</u>	No (Continue with QE12)
<u>32.0%</u>	Did not see it (Go to QE14)
<u>0.0%</u>	Don't remember (Do not read, Go to QE14)

E12) (If no to E11, N=1) Were you able to resolve the dispute?

<u>0.0%</u>	Yes (Continue with QE13)
<u>100.0%</u>	No (Continue with QE13)
<u>0.0%</u>	Don't remember (Do not read, Go to QE14)

E13) (If yes or no to E12, N=1) Was the process of trying to resolve the dispute reasonably easy?

<u>0.0%</u>	Yes
<u>100.0%</u>	No
<u>0.0%</u>	Don't remember (Do not read)

E14) Where was the loan closed? (Read List)

<u>46.7%</u>	At a financial institution
<u>36.7%</u>	At the lending company's offices
<u>3.3%</u>	At the office of an attorney
<u>13.3%</u>	Other (Please specify _____) (Other included: At my office, On the phone)

E15) How many days were there between when you first applied for the loan and when you received the funds?

13.3% said they could not remember

Of the 26 who said they could remember :

<u>7.7%</u>	Same day	<u>38.5%</u>	Next day	<u>7.7%</u>	2 days later
<u>15.4%</u>	5 days later	<u>11.5%</u>	6-<10 days later	<u>11.5%</u>	10-<30 days later
<u>7.7%</u>	30 or more days later				

E16) How did you first hear about the lender who offered you your investment loan? (Read List, check one only)

<u>13.3%</u>	Lobby banner in a bank
<u>10.0%</u>	Something in the mail
<u>6.7%</u>	From another person
<u>6.7%</u>	Signage at the lender's location
<u>3.3%</u>	Radio
<u>3.3%</u>	Magazine
<u>0.0%</u>	Newspaper
<u>0.0%</u>	Internet
<u>0.0%</u>	Phone solicitation
<u>0.0%</u>	TV
<u>0.0%</u>	Billboard
<u>43.3%</u>	Other
<u>13.3%</u>	Don't remember (Do Not Read)

E17) Please describe any particular problems that came up during the lending or repayment process. (Investment Loan)

- **76.7% stated they had no problems**

Problems cited included:

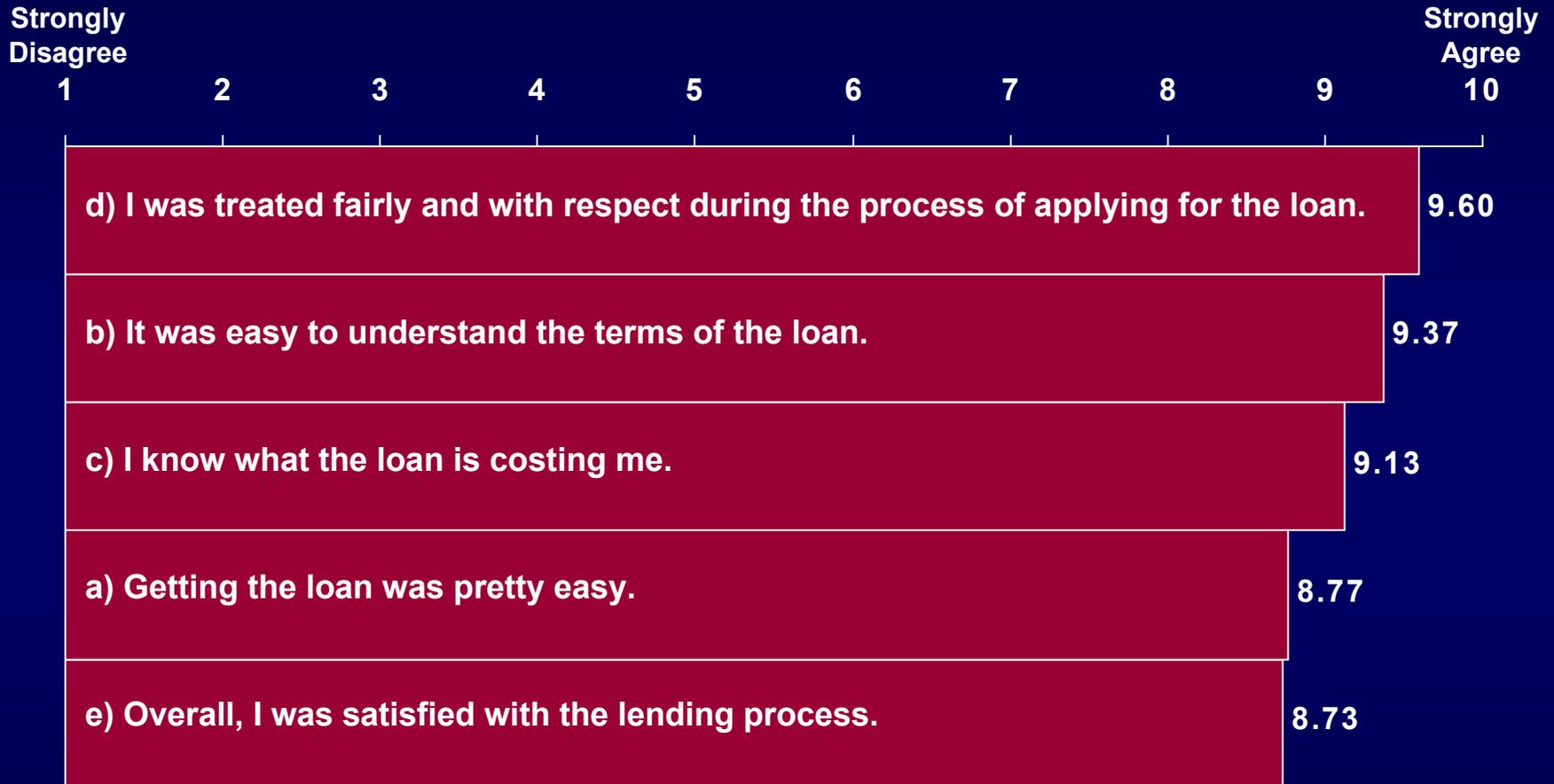
- § **It took too long**
- § **There were some technical problems**
- § **We had to put the loan in my wife's name because she has a steady paycheck, my income varies from week to week**

E18) What do you see as the primary benefits of this type of loan?

Benefits cited included:

- § **I was able to get money when I needed it fast**
- § **Allows me to invest**
- § **Being able to finance our farm operation, with the payback**
- § **Being able to start a business**
- § **Convenience**
- § **Enabled me to purchase property**
- § **Financial stability in the future**
- § **I made a big investment for a small amount of money**
- § **I pay the interest back to myself**
- § **Investment for retirement**
- § **Interest rate**
- § **To buy up the other part of the business**

E19) Thinking overall about the process of obtaining the loan, please use a “1” to “10” scale to rate your agreement or disagreement with the following statements. Use a “10” to mean you “Strongly Agree” and a “1” to mean you “Strongly Disagree”.



E20) Have you ever been late with a payment on this loan?

16.7% Yes
83.3% No

Section F Of Survey: Pawn Loans
N = 20

Responses By Question - Pawn Loans

F1) What did you pawn? (Read List, check one only)

<u>60.0%</u>	Jewelry
<u>35.0%</u>	Electronic equipment
<u>5.0%</u>	Tools
<u>0.0%</u>	Musical instruments
<u>0.0%</u>	CDs or Videos
<u>0.0%</u>	Recreational equipment
<u>0.0%</u>	Guns
<u>0.0%</u>	Other

F2) What did you use the pawn shop loan for?

Answers included:

A bike / A car stereo / Gas money, to pay a few bills and to put food on the table / Groceries or gas / I don't remember, it has been awhile / I had to pay one of my bills / I went on a trip out of town / Little expenses / Put some gas in my car and get my dog a shot / Repair my car / To pay my phone bill / Traffic ticket

F3) What was the loan amount? \$ _____

Actual values:

\$30 (4*), \$50, \$60, \$65, \$70, \$75 (2*), \$100 (3*), \$150, \$160 (2*), \$168, \$200, \$500

* Number of people stating this dollar amount

The answers averaged \$113.

F4) What was the interest rate? _____%

60.0% said they could not remember

Actual answers for those who said they could remember:

5%, 10%, 12%, 13%, 18%, 20% (2*), 22%

* 2 people said 20%

F5) For how long was it pawned? _____ months

Actual answers:

1 month (7) , 2 months (2), 3 months (7), 6 months (2), 7 months (1), 30 months (1)

F6) Did you eventually redeem the item?

60.0% Yes

40.0% No

Consider for a moment how you obtained the loan.

F7) How many different pawn shops did you investigate?

85.0% 1 10.0% 2 5.0% 3 0.0% 4 0.0% 5 0.0% 6 or more

F8) Is this pawn shop loan one that you have renewed?

<u>50.0%</u>	Yes
<u>50.0%</u>	No

F9) During the last 12 months, approximately how many pawn shop loans have you had?

Actual answers:

1 (11) , 2 (4), 3 (3), 4 (1), 6 (1)

F10) How did you first hear about the pawn shop who offered you your loan? (Read List, check one only)

<u>40.0%</u>	From another person
<u>20.0%</u>	Signage at the pawn shop
<u>5.0%</u>	Billboard
<u>5.0%</u>	TV
<u>0.0%</u>	Something in the mail
<u>0.0%</u>	Radio
<u>0.0%</u>	Phone solicitation
<u>0.0%</u>	Magazine
<u>0.0%</u>	Newspaper
<u>0.0%</u>	Internet
<u>25.0%</u>	Other
<u>5.0%</u>	Don't remember (Do Not Read)

F11) Please describe any particular problems that came up during the lending or repayment process. (Pawn Loan)

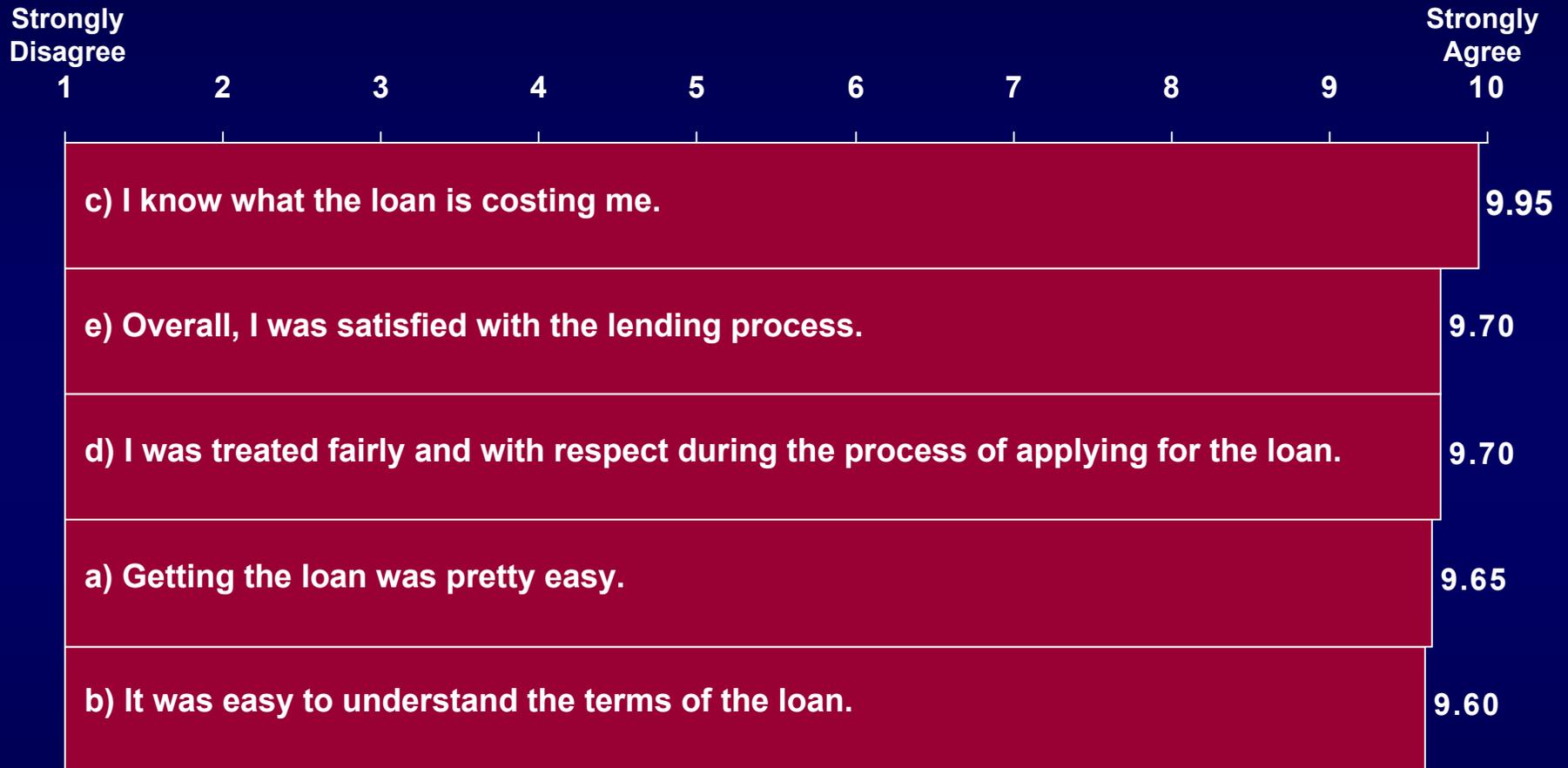
- **100.0% stated they had no problems**

F12) What do you see as the primary benefits of this type of loan?

Benefits cited included:

- § **Allows me to pay for things I need**
- § **Get gas money**
- § **Helps when you come up short on cash**
- § **I did not have enough money to put a new stereo in my car**
- § **I got to get my bike**
- § **It's good for emergency uses**
- § **It helped me to pay for something that I owed**

F13) Thinking overall about the process of obtaining the loan, please use a “1” to “10” scale to rate your agreement or disagreement with the following statements. Use a “10” to mean you “Strongly Agree” and a “1” to mean you “Strongly Disagree”.



Section G Of Survey: Payday Loans
N = 10

Responses By Question - Payday Loans

G1) What did you use the payday loan for?

Answers included: I did it to pay bills (4) / For school clothes / To buy my car / I needed it for something in Mexico / For living expenses / I do not remember (2)

G2) What was the loan amount? \$_____

40.0% said they could not remember

Actual answers for those who said they could remember: \$50, \$80, \$200, \$500, \$1,000, \$5,000

The answers averaged \$1,138.

G3) What was the interest rate? _____%

60.0% said they could not remember

Actual answers for those who said they could remember: 0%, 8.9%, 10%, 15%

Consider for a moment how you obtained the loan.

G4) How many different lenders did you investigate?

40.0% said they could not remember

Of the 6 who said they could remember:

66.7% 1 0.0% 2 16.7% 3 0.0% 4 0.0% 5 16.7% 6 or more

G5) Did you apply for the loan in person, over the phone or over the Internet?

<u>70.0%</u>	In person
<u>30.0%</u>	Over the phone
<u>0.0%</u>	Over the Internet

G6) To the best of your knowledge, did the lending company check on your credit worthiness?

<u>60.0%</u>	Yes (Continue with QG7)
<u>10.0%</u>	No (Go to QG10)
<u>30.0%</u>	Don't remember (Do not read, Go to QG10)

G7) (If yes to G6, N=6) If you saw the credit report was it fair and accurate?

<u>83.3%</u>	Yes (Go to QG10)
<u>0.0%</u>	No (Continue with QG8)
<u>16.7%</u>	Did not see it (Go to QG10)
<u>0.0%</u>	Don't remember (Do not read, Go to QG10)

G8) (If no to G7, N=0) Were you able to resolve the dispute?

<u>0.0%</u>	Yes (Continue with QG9)
<u>0.0%</u>	No (Continue with QG9)
<u>0.0%</u>	Don't remember (Do not read, Go to QG10)

G9) (If yes or no to G8, N=0) Was the process of trying to resolve the dispute reasonably easy?

<u>0.0%</u>	Yes
<u>0.0%</u>	No
<u>0.0%</u>	Don't remember (Do not read)

G10) Is this payday loan one that you have renewed?

<u>10.0%</u>	Yes
<u>90.0%</u>	No

G11) During the last 12 months, approximately how many payday loans have you had?

20.0% said they could not remember

Actual answers for those who said they could remember: 1 payday loan (6), 2 loans (1), 26 loans (1)

G12) How did you first hear about the lender who offered you your payday loan? (Read List, check one only)

<u>10.0%</u>	Something in the mail
<u>10.0%</u>	From another person
<u>10.0%</u>	Radio
<u>10.0%</u>	Signage at the lender's location
<u>0.0%</u>	TV
<u>0.0%</u>	Phone solicitation
<u>0.0%</u>	Magazine
<u>0.0%</u>	Newspaper
<u>0.0%</u>	Billboard
<u>0.0%</u>	Internet
<u>20.0%</u>	Other
<u>40.0%</u>	Don't remember (Do Not Read)

G13) Please describe any particular problems that came up during the lending or repayment process. (Payday Loan)

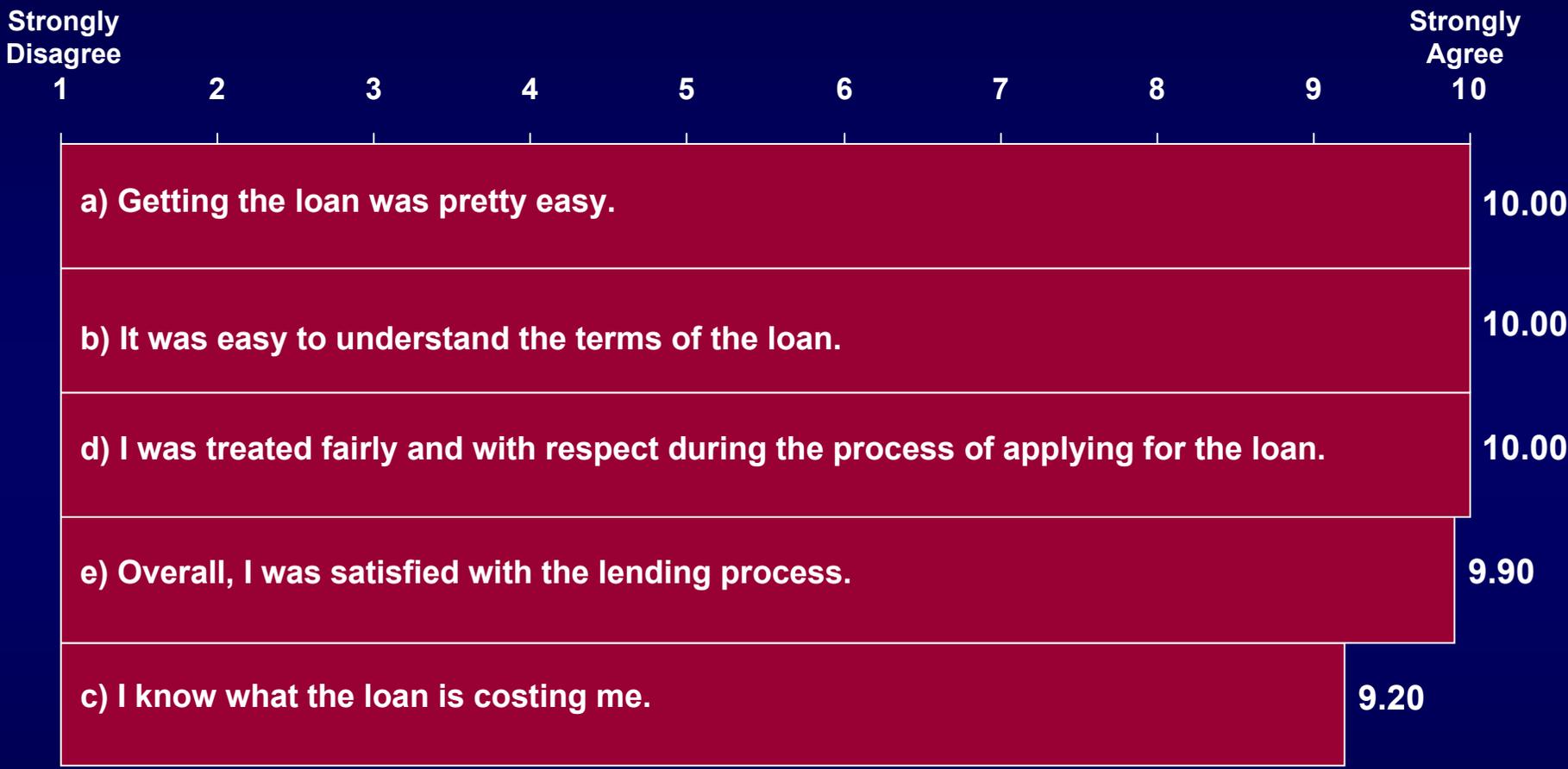
- **100.0% stated they had no problems**

G14) What do you see as the primary benefits of this type of loan?

Benefits cited included:

- § **Allowed me to pay bills when I needed to**
- § **I do not see any type of benefit**
- § **It was easy to obtain the loan**
- § **Necessary emergencies**

G15) Thinking overall about the process of obtaining the loan, please use a “1” to “10” scale to rate your agreement or disagreement with the following statements. Use a “10” to mean you “Strongly Agree” and a “1” to mean you “Strongly Disagree”.



Section H Of Survey: Sale/Leaseback Transactions
N = 6

Responses By Question – Sale/Leaseback Transactions

H1) What did you use the sale/leaseback cash advance for?

Answers included: A car, To pay bills, I used it at retail stores, For back to school things, To lease car, To purchase land

H2) What was the cash advance amount? \$ _____

50.0% said they could not remember

Actual answers for those who said they could remember: \$100, \$200, \$6,000

The answers averaged \$2,100.

H3) What was the interest rate? _____%

66.7% said they could not remember

Actual answers for those who said they could remember: 8%, 8.9%

Consider for a moment how you obtained the cash advance.

H4) How many different lenders did you investigate?

33.3% said they could not remember

Of the 4 who said they could remember:

50.0% 1 0.0% 2 50.0% 3 0.0% 4 0.0% 5 0.0% 6 or more

H5) Did you apply for the cash advance in person, over the phone or over the Internet?

<u>66.7%</u>	In person
<u>33.3%</u>	Over the phone
<u>0.0%</u>	Over the Internet

H6) To the best of your knowledge, did the lending company check on your credit worthiness?

<u>83.3%</u>	Yes (Continue with QH7)
<u>16.7%</u>	No (Go to QH10)
<u>0.0%</u>	Don't remember (Do not read, Go to QH10)

H7) (If yes to H6, N=5) If you saw the credit report was it fair and accurate?

<u>60.0%</u>	Yes (Go to QH10)
<u>0.0%</u>	No (Continue with QH8)
<u>40.0%</u>	Did not see it (Go to QH10)
<u>0.0%</u>	Don't remember (Do not read, Go to QH10)

H8) (If no to H7, N=0) Were you able to resolve the dispute?

<u>0.0%</u>	Yes (Continue with QH9)
<u>0.0%</u>	No (Continue with QH9)
<u>0.0%</u>	Don't remember (Do not read, Go to QH10)

H9) (If yes or no to H8, N=0) Was the process of trying to resolve the dispute reasonably easy?

<u>0.0%</u>	Yes
<u>0.0%</u>	No
<u>0.0%</u>	Don't remember (Do not read)

H10) Is this sale/leaseback transaction one that you have renewed?

<u>33.3%</u>	Yes
<u>66.7%</u>	No

H11) Have you ever been late with a payment on this sale/leaseback transaction?

<u>33.3%</u>	Yes
<u>66.7%</u>	No

H12) During the last 12 months, approximately how many sale/leaseback transactions have you done?

16.7% said they could not remember

Actual answers for those who said they could remember: 1 transaction (3), 2 transactions (1), 30 transactions (1)

H13) How did you first hear about the lender who offered you your sale/leaseback cash advance? (Read List, check one only)

<u>33.3%</u>	Something in the mail
<u>33.3%</u>	From another person
<u>0.0%</u>	TV
<u>0.0%</u>	Radio
<u>0.0%</u>	Phone solicitation
<u>0.0%</u>	Magazine
<u>0.0%</u>	Newspaper
<u>0.0%</u>	Billboard
<u>0.0%</u>	Internet
<u>0.0%</u>	Signage at the lender's location
<u>33.3%</u>	Other
<u>0.0%</u>	Don't remember (Do Not Read)

H14) Please describe any particular problems that came up during the lending or repayment process. (Sale/Leaseback Transaction)

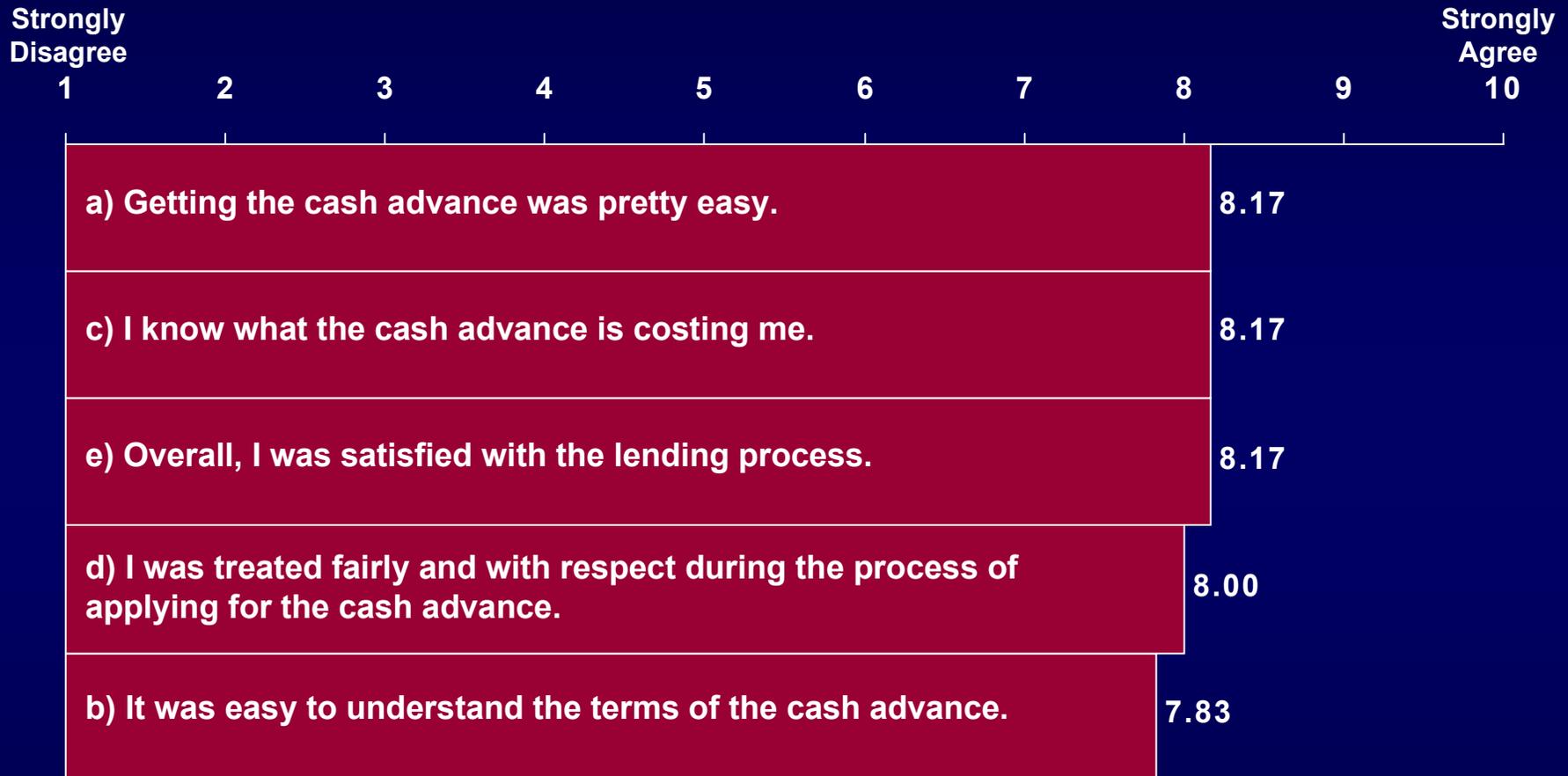
100.0% stated they had no problems

H15) What do you see as the primary benefits of this type of loan?

Benefits cited included:

- § Good low APR and it's really quick**
- § I was able to get money fast**
- § It's good for when I need to go shopping**
- § Good investment for a small amount of money**

H16) Thinking overall about the process of obtaining the cash advance, please use a “1” to “10” scale to rate your agreement or disagreement with the following statements. Use a “10” to mean you “Strongly Agree” and a “1” to mean you “Strongly Disagree”.



Section I Of Survey: Loan Problem Section
N = 1,501

I1) Have you ever had a loan turned over to a collection agency?

11.3% **Yes**
88.7% **No**

I2) Have you ever declared bankruptcy?

6.9% **Yes**
93.1% **No**

Section J Of Survey: Demographic Section
N = 1,501

In this section we are going to ask some classification questions that will only be used for analysis purposes. Remember that everything you tell us is confidential and will not be shared with anyone whatsoever.

J1) In which of the following age categories do you fall?

<u>25.4%</u>	18-34
<u>20.7%</u>	35-44
<u>19.2%</u>	45-54
<u>12.1%</u>	55-64
<u>22.7%</u>	65 & over

J2) What is the highest level of school you attended?

<u>48.0%</u>	High School
<u>42.0%</u>	College
<u>10.1%</u>	Graduate School

J3) Which of the following categories best describes your household income for the past year?

<u>16.5%</u>	under \$15,000
<u>14.3%</u>	\$15,000-\$24,999
<u>13.3%</u>	\$25,000-\$34,999
<u>10.6%</u>	\$35,000-\$44,999
<u>9.0%</u>	\$45,000-\$59,999
<u>17.5%</u>	\$60,000 & over
<u>18.9%</u>	Refused (Do Not Read)

J4) Are you married or single?

<u>64.6%</u>	Married
<u>35.4%</u>	Single

J5) Are you currently a student in school?

<u>8.0%</u>	Yes
<u>92.0%</u>	No

J6) Do you have a checking, savings, or share draft account at a bank, savings & loan or credit union?

<u>79.5%</u>	Yes
<u>20.5%</u>	No

J7) Do you currently work at a full time or part time job?

<u>51.2%</u>	Full time job
<u>9.3%</u>	Part time job
<u>39.5%</u>	No

J8) Could you please tell me in which ethnic group you fall?

<u>55.9%</u>	White/Caucasian
<u>28.5%</u>	Hispanic
<u>12.3%</u>	African American/Black
<u>3.3%</u>	Other

J9) With respect to where you live, do you: (Read List)

<u>38.1%</u>	Own with no mortgage
<u>34.5%</u>	Own but have a mortgage
<u>27.4%</u>	Rent

J10) (RECORD SEX BY OBSERVATION)

<u>56.3%</u>	Female
<u>43.7%</u>	Male

Data from Survey Sampling

County Size Code:

<u>41.8%</u>	A
<u>23.8%</u>	B
<u>17.7%</u>	C
<u>16.7%</u>	D

Thank You