

AFR/CRL **FINAL WEIGHTED**
1000 Likely voters nationwide by telephone
June 28 – July 7, 2018

NORTH EAST MID WEST SOUTH WEST

Q1. Before we begin, I need to know if I have reached you on a cell phone, and if so, are you in a place where you can talk safely? **[IF NOT ON A CELL PHONE, ASK:]** Do you own a cell phone?

Yes, cell and can talk safely	53	67	54	64
Yes, cell and cannot talk safely (SCHEDULE CALLBACK)				
No, not on cell, but own one.....	42	31	43	34
No, not on cell and do not own one.....	5	2	3	2
Don't know /refused	[TERMINATE]			

Q2. Some people have no cell phone, and others have cell phones they rarely use. Which best describes you – you use your cell phone almost exclusively, you mostly use your cell phone, mostly use your land line, or exclusively use your land line?

Exclusively CELL	41	55	47	48
Mostly CELL	20	20	19	19
Mostly LAND.....	21	11	15	15
Exclusively LAND.....	7	4	6	6
Both equally	11	9	12	11
Don't know	0	1	1	1
Cell	61	74	66	67
Land.....	28	15	21	21

Q3. How likely are you to vote in the general election for Congress and other offices this November -- are you almost certain to vote, will you probably vote, are the chances about 50-50, are you probably not going to vote, or are you definitely not going to vote?

Almost Certain	87	84	87	87
Probably	13	16	13	13
50 - 50 [TERMINATE].....	0	0	0	0
Probably not [TERMINATE]	0	0	0	0
Definitely not [TERMINATE].....	0	0	0	0
(Don't know) [TERMINATE]	0	0	0	0

Q4. [T] How important is it to regulate financial services and products to make sure they are fair for consumers? Is it very important, somewhat important, a little important, or not at all important?

Very important	68	65	74	64
Somewhat important.....	25	24	17	25
A little important.....	3	5	3	4
Not at all important.....	2	5	3	4
(don't know)	2	1	2	4
Important	93	89	92	89
Not important	5	10	6	8

Q5. [T*] Should Wall Street financial companies be held accountable with tougher rules and enforcement for the practices that caused the financial crisis in 2008, or have their practices changed enough that they don't need further regulation?

Should be held accountable.....	74	66	72	68
Don't need further regulation.....	14	19	16	16
(Neither).....	2	2	3	4
(Don't know).....	10	12	9	12

Q6. [T] Generally speaking, do you think there should be more government regulation of financial companies, such as Wall Street banks, mortgage lenders, payday lenders, debt collectors, and credit card companies, or less regulation of these companies?

[IF MORE/LESS]– Is that much more/less or somewhat more/less?

Much more.....	50	47	46	39
Somewhat more.....	21	24	25	31
Somewhat less	7	7	10	9
Much less.....	9	9	8	5
(Neither more nor less)	7	8	6	6
(Don't know).....	6	5	4	9
More	71	71	72	70
Less.....	17	16	18	14

Q7 SSA. Thinking about how enforcement of financial laws might affect you personally, do you think that weak enforcement of financial protection laws and poor oversight of Wall Street banks, mortgage lenders, payday lenders, debt collectors, and credit card companies affects you personally a lot, somewhat, a

little, or not at all?

Affects personally a lot.....	22	25	28	27
Affects somewhat.....	38	35	30	38
Affects a little	25	19	19	18
Not affected at all.....	14	20	20	16
(Don't know).....	1	2	2	1
A lot /somewhat	60	60	58	65
A little /not at all.....	39	38	40	34

Q8. SSB. Thinking about how enforcement of financial laws might affect you personally, do you think that stronger enforcement of financial protection laws and greater oversight of Wall Street banks, mortgage lenders, payday lenders, debt collectors, and credit card companies affects you personally a lot, somewhat, a little, or not at all?

Affects personally a lot.....	28	28	25	33
Affects somewhat.....	33	35	32	38
Affects a little	20	20	17	16
Not affected at all.....	16	16	22	12
(Don't know).....	4	1	3	1
A lot /somewhat	60	62	57	71
A little /not at all.....	35	36	40	28

Q9. Now, on a different topic. The current total amount of outstanding student loan debt in the U.S. is one point four trillion dollars. Do you agree or disagree that the amount of student loan debt represents a crisis, or aren't you sure?

[IF CHOICE:] And is that strongly or not so strongly?

Agree - strongly.....	58	52	50	60
Agree – not so strongly	14	9	12	13
Disagree – not so strongly	4	8	10	6
Disagree - strongly.....	5	6	7	7
Don't know/not sure	20	25	22	15
Agree.....	72	62	61	72
Disagree	9	14	17	13

Q10. [T] Now I'm going to read you two statements. Please tell me which one is closer to your own view, even if neither is exactly right.

[ROTATE]

_(Some people/Other people) say that Wall Street and the financial industry are still too powerful and still engaged in reckless practices that pose a continuing threat to the economy and people's financial well-being. **[32 WORDS]**

_(Some people/Other people) say that government has intervened too much in reforming the financial system and that more intrusive regulation would hinder innovation and slow down economic growth. **[27 WORDS]**

Which statement comes closer to your own view?

Financial system still poses a threat.....	63	55	54	62
Government has intervened too much	26	30	30	26
(Both).....	2	6	5	6
(Neither).....	3	4	4	3
(Don't know).....	7	4	6	4

Q11. [T] Now please listen to this description of the Wall Street Reform law that was passed after the financial crisis. In addition to requiring federal oversight of a larger range of financial companies, this law also prohibits banks from certain risky practices, and created the Consumer Financial Protection Bureau to fight against abusive financial practices that hurt consumers. It also bans taxpayer-funded bailouts of large banks and financial companies and, instead, sets up a system where investors rather than taxpayers bear the losses of bank failures. Please tell me whether, overall, you favor or oppose this law.

[IF FAVOR/OPPOSE]: Do you favor/oppose that strongly or just somewhat?

Favor - strongly	60	48	51	59
Favor - somewhat	13	24	19	22
Oppose - somewhat.....	8	10	10	8
Oppose - strongly.....	7	8	11	1
(Don't know).....	12	11	10	10
 Favor	 73	 71	 70	 81
Oppose	16	18	20	9

Q12. [T] Now I'd like to read you a pair of statements about Wall Street reform. Of the two, please tell me which statement is closer to your own view, even if neither is exactly right.

[ROTATE STATEMENTS]

A. _ **[PRO-REFORM]** (Some people/other people say) that families are struggling to make ends meet. We need to make sure we don't give more power and profits to CEOs and big corporations at the expense of the rest of us. We don't need more people to be ripped off by payday lenders, big banks, and Wall Street. We need tough regulation of the industry that caused the financial crisis and has made it harder and harder for families to get by. **[77 WORDS]**

B. _ **[ANTI-REFORM]** (Some people/other people say) The so-called Wall Street reform law is a job killer that created a brand new federal agency that has already cost taxpayers billions of dollars, and has done more harm than good for our economy. Excessive government regulation and bureaucracy discourage businesses from creating jobs, limit consumer choice, and are hurting small businesses that had nothing to do with the financial crisis. **[62 WORDS]**

[IF STATEMENT A OR B] Is that much closer or only somewhat closer to your view?

Pro-reform - much closer	62	44	39	41
Pro-reform - somewhat closer	11	15	13	16
Anti-reform - somewhat closer	12	16	15	14
Anti-reform - much closer.....	6	16	18	13
(Neither).....	1	3	5	7
(Both).....	3	4	5	4
(Don't know).....	5	2	4	3
Pro-reform.....	73	59	53	57
Anti-reform.....	18	32	34	28

Q13. [T*] The Consumer Financial Protection Bureau, or CFPB, is the first federal agency whose mission is protecting consumers when they use mortgages, credit cards, bank accounts, and other financial products and services. Its mission includes preventing deceptive, unfair and abusive lending and collection practices by banks and other companies. From what you know about the mission of the Consumer Financial Protection Bureau, or CFPB, would you say you favor or oppose the CFPB?

[IF FAVOR/OPOSE]: Do you favor/oppose that strongly or just somewhat?

Favor -strongly	57	52	46	47
Favor - somewhat	18	22	24	28
Oppose - somewhat.....	10	7	9	6
Oppose - strongly.....	4	8	11	6
(Don't know).....	11	10	10	13
Favor	75	74	69	75
Oppose.....	14	15	21	12

Q14. [T*] Now I'd like to read you a pair of statements about the Consumer Financial Protection Bureau, or CFPB. Of the two, please tell me which statement is closer to your own views, even if neither is exactly right.

[ROTATE STATEMENTS]

A._ **[NEED RULES]** (Some people/other people say) We have rules to guard against unsafe meat, appliances, and automobiles. The CFPB should be there to provide similar rules for financial products. Just as it's against the rules to sell dangerous toys, it should be against the rules to sell dangerous loans and mortgages and have Wall Street interests put our savings and homes at financial risk. **[61 WORDS]**

B._ **[UNACCOUNTABLE BUREAUCRACY]** (Some people/other people say) The Consumer Financial Protection Bureau is another unaccountable, expensive, federal bureaucracy we don't need. The bureau imposes harsh regulation on small financial businesses lacking resources to manage intrusive government oversight and cuts access to credit. This costs jobs, and impedes economic growth. The CFPB is yet another example of out of control, big federal government. **[58 WORDS]**

[IF STATEMENT A OR B] Is that much closer or only somewhat closer to your view?

Need rules - much closer	53	46	44	44
Need rules - somewhat closer.....	14	18	16	19
Unaccountable bureaucracy - somewhat closer	10	12	13	16
Unaccountable bureaucracy - much closer	14	14	15	6
(Neither).....	1	2	4	8
(Both).....	4	3	3	2
(Don't know).....	4	6	5	7
Need rules	67	63	61	62
Unaccountable bureaucracy	24	26	28	22

Q15. Now I am going to read you some actions the leadership of the Consumer Financial Protection Bureau has taken or proposed recently. For each, please tell me if the statement is very concerning, somewhat concerning, a little concerning, or not at all concerning

Sorted by Very Confusing

15d.Ending public access to the database of complaints filed against banks and other financial firms.....	63	55	55	58
15h.Reducing efforts to protect students from abusive student loans and student loan servicers	62	64	60	69
15i.Ending efforts to curb discrimination in lending based on data showing that borrowers of color pay more for loans.....	60	60	59	62
15g.Cutting back on work to prevent racial discrimination in lending.....	59	57	52	58
15a.Ending the enforcement of rules to prevent abuses by payday lenders	58	60	57	58
15e.Changing the mission of the CFPB to cutting regulation rather than protecting consumers	55	54	49	55
15c.Helping end rules that ban discrimination by auto lenders	53	48	52	50
15b.Stopping new protections for people who take out payday loans.....	50	45	46	51
15f.Working closely with financial lobbyists and contributors to determine the policies of the agency..	50	47	42	43

a. Ending the enforcement of rules to prevent abuses by payday lenders

Very concerning	58	60	57	58
Somewhat concerning.....	22	21	21	27
A little concerning.....	7	9	9	8
Not at all concerning	8	7	10	5
(No opinion/Don't know).....	5	3	3	2
Concerning	79	81	78	85
Not concerning.....	16	16	19	13

b. Stopping new protections for people who take out payday loans

Very concerning	50	45	46	51
Somewhat concerning.....	23	27	26	23
A little concerning.....	7	7	10	10
Not at all concerning	12	14	12	12
(No opinion/Don't know).....	8	6	7	5
Concerning	73	72	72	73
Not concerning.....	19	22	21	22

c. Helping end rules that ban discrimination by auto lenders

Very concerning.....	53	48	52	50
Somewhat concerning.....	25	23	25	28
A little concerning.....	5	8	8	9
Not at all concerning.....	11	14	10	9
(No opinion/Don't know).....	7	7	5	4
Concerning.....	77	71	77	78
Not concerning.....	16	22	18	18

d. Ending public access to the database of complaints filed against banks and other financial firms

Very concerning.....	63	55	55	58
Somewhat concerning.....	18	22	22	28
A little concerning.....	8	9	10	4
Not at all concerning.....	5	8	9	6
(No opinion/Don't know).....	6	6	4	4
Concerning.....	81	77	77	86
Not concerning.....	13	17	19	10

e. Changing the mission of the CFPB to cutting regulation rather than protecting consumers

Very concerning.....	55	54	49	55
Somewhat concerning.....	20	21	27	23
A little concerning.....	8	12	7	9
Not at all concerning.....	7	9	10	6
(No opinion/Don't know).....	9	4	6	7
Concerning.....	76	75	76	78
Not concerning.....	15	21	18	15

f. Working closely with financial lobbyists and contributors to determine the policies of the agency

Very concerning.....	50	47	42	43
Somewhat concerning.....	27	29	27	28
A little concerning.....	7	12	12	12
Not at all concerning.....	10	5	11	8
(No opinion/Don't know).....	7	8	9	10
Concerning.....	76	75	69	71
Not concerning.....	17	17	23	19

g. Cutting back on work to prevent racial discrimination in lending

Very concerning.....	59	57	52	58
Somewhat concerning.....	16	21	23	20
A little concerning.....	8	8	7	8
Not at all concerning.....	9	8	12	8
(No opinion/Don't know).....	8	5	7	6
Concerning.....	74	78	75	78
Not concerning.....	18	17	19	16

h. Reducing efforts to protect students from abusive student loans and student loan servicers

Very concerning.....	62	64	60	69
Somewhat concerning.....	25	17	20	18
A little concerning.....	3	9	7	6
Not at all concerning.....	8	7	9	3
(No opinion/Don't know).....	2	2	4	3
Concerning.....	87	81	80	88
Not concerning.....	10	17	16	10

i. Ending efforts to curb discrimination in lending based on data showing that borrowers of color pay more for loans

Very concerning.....	60	60	59	62
Somewhat concerning.....	21	18	19	21
A little concerning.....	7	7	9	6
Not at all concerning.....	8	9	7	7
(No opinion/Don't know).....	4	5	6	4
Concerning.....	81	79	78	83
Not concerning.....	15	16	16	14

Now I'd like to ask you about payday loans, or short term small dollar loans.

Q16. [T*] The Consumer Financial Protection Bureau has issued new rules for payday lending. Before issuing a loan, payday lenders must consider the borrower's current expenses and income, and only issue loans to those likely to be able to repay their loans. Before this rule was issued, there was no requirement that payday lenders make any effort to verify borrowers' ability to repay loans. Do you support or oppose this new rule to require payday lenders to check a borrower's ability to repay a loan, or aren't you sure?

[IF SUPPORT/OPPOSE] And do you strongly or somewhat **[SUPPORT/OPPOSE]** that new requirement?

Strongly support.....	62	62	63	64
Somewhat support.....	18	15	16	17
Somewhat oppose.....	6	5	6	7
Strongly oppose.....	4	8	7	3
Don't know/not sure.....	8	9	6	8
(Refused).....	2	0	1	1
Support.....	80	77	79	81
Oppose.....	11	13	14	10

Q17. [T] Now I am going to read two statements about payday lenders. Please listen to both and tell me which statement is closer to your own views, even if neither is exactly right.

[ROTATE STATEMENTS]

A. _ (Some people/other people say) Payday lenders prey on the elderly on Social Security, on working families making minimum wage, on military families, and on single parents. In this economy, it's hard enough for families living paycheck to paycheck to make ends meet, without having to resort to 300 and 400 percent interest rate loans – that's just too much.

B. _ (Some people/other people say) Payday lenders are an important resource for those who can't get credit any other way. If people can't afford to pay the interest, they shouldn't borrow the money. As long as the terms of the loan are clearly posted, people can make their own decisions and not have the government controlling what they do with their own money.

[IF STATEMENT A OR B] Is that much closer or only somewhat closer to your view?

[IF BOTH] – Well, which statement is closer to your own view if you could only pick one?

Payday lenders prey - much closer	45	47	41	50
Payday lenders prey - somewhat closer.....	11	10	9	12
Both - lean payday lenders prey.....	4	3	3	2
Payday lenders prey	59	60	53	63
Both	8	7	9	8
Payday lenders are resource	24	28	31	24
Both - lean payday lenders are resource.....	5	6	6	3
Payday lenders are resource - somewhat closer.....	9	12	13	9
Payday lenders are resource - much closer	10	10	12	11
(Neither).....	4	1	3	2
(Don't know).....	5	3	5	3

Q18. [T] Currently, mortgage lenders are always required to verify a borrower's ability to repay before issuing the mortgage. Some people have suggested flexibility and adding exceptions to this requirement, so that lenders can issue some mortgages without having to determine a borrower's ability to repay. Which would you favor: FLEXIBLE requirements, so some mortgages can be issued without verifying ability to repay, or TIGHTER requirements that lenders must fully verify the ability to repay for ALL mortgages?

[IF FLEXIBLE/TIGHTER]: Do you favor flexible/tighter requirements strongly or just somewhat?

Flexible requirements - strongly	22	18	21	16
Flexible requirements – somewhat.....	11	15	17	19
Tighter requirements - somewhat	18	18	17	24
Tighter requirements – strongly.....	42	42	38	34
(Don't know).....	8	7	7	7
Flexible requirements.....	32	33	38	35
Tighter requirements.....	60	60	55	58

Q19. [T] Now I am going to read you statements about debt collection. For each, please tell me if the statement is very concerning, somewhat concerning, a little concerning, or not at all concerning

Sorted by Very Concerning

19a. Relying on bad or incomplete information, some debt collectors target the wrong people or try to collect on debts that have already been paid	75	72	72	73
19b. Debt collectors sue a million consumers each year even when they do not have the evidence to prove their case in court.....	72	72	72	71
19c. Debt collectors are seeking government approval to make pre-recorded, automated calls to cell phones for collection purposes without approval of the person being called	69	69	70	70

a. [T] Relying on bad or incomplete information, some debt collectors target the wrong people or try to collect on debts that have already been paid

Very concerning	75	72	72	73
Somewhat concerning.....	14	20	15	17
A little concerning.....	4	3	5	6
Not at all concerning	5	3	6	2
(No opinion/Don't know).....	2	2	2	1
Concerning	89	92	87	90
Not concerning.....	9	6	11	8

b. [T] Debt collectors sue a million consumers each year even when they do not have the evidence to prove their case in court

Very concerning	72	72	72	71
Somewhat concerning.....	17	17	17	22
A little concerning.....	3	4	3	3
Not at all concerning	6	4	6	3
(No opinion/Don't know).....	2	2	2	1
Concerning	88	89	89	94
Not concerning.....	9	8	9	6

c. Debt collectors are seeking government approval to make pre-recorded, automated calls to cell phones for collection purposes without approval of the person being called

Very concerning.....	69	69	70	70
Somewhat concerning.....	18	21	18	19
A little concerning.....	4	5	4	4
Not at all concerning.....	8	4	4	6
(No opinion/Don't know).....	2	1	3	1
Concerning.....	87	90	88	89
Not concerning.....	12	9	9	10