

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

FINAL WEIGHTED

	TOTAL N= 1000	DEM 370	IND /DK 240	REP 310
Gender				
Men.....	48	43	46	56
Women	52	57	54	44
Region				
New England	6	7	9	3
Mid-Atlantic	11	14	8	10
East North Central	16	13	19	18
West North Central	8	7	8	9
South	22	24	20	21
East South Central.....	6	6	5	7
West South Central.....	9	9	8	11
Mountain	8	6	6	11
Pacific.....	15	16	18	12

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	59	61	62	52
Yes, cell and cannot talk safely (SCHEDULE CALLBACK)				
No, not on cell, but own one.....	38	35	34	46
No, not on cell and do not own one	3	4	3	2
Don't know /refused				

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	48	50	48	44
Mostly CELL	19	18	22	21
Mostly LAND.....	15	15	11	19
Exclusively LAND.....	6	7	5	4
Both equally	11	10	12	12
Don't know	1	1	2	0
Cell	67	67	70	64
Land.....	21	22	16	23

	TOTAL	DEM	IND /DK	REP
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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	86	87	82	91
Probably.....	14	13	18	9
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.....	69	79	69	57
Somewhat important	22	17	23	27
A little important	4	0	3	7
Not at all important.....	3	2	3	6
(don't know)	2	2	1	2
Important.....	91	96	92	85
Not important	7	2	7	13

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	70	81	74	54
Don't need further regulation	17	9	13	30
(Neither).....	3	2	3	4
(Don't know).....	11	8	11	11

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.....	46	59	48	29
Somewhat more.....	25	27	25	23
Somewhat less.....	9	4	8	15
Much less.....	8	2	6	16
(Neither more nor less)	6	3	8	10
(Don't know).....	6	4	5	8
More	71	87	73	52
Less.....	17	6	14	31

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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.....	26	31	29	17
Affects somewhat.....	34	35	35	34
Affects a little	20	15	14	29
Not affected at all	18	17	21	20
(Don't know).....	2	3	1	1
A lot /somewhat	60	66	64	51
A little /not at all.....	38	31	35	48

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	30	30
Affects somewhat.....	34	36	37	26
Affects a little	18	18	15	19
Not affected at all	18	16	16	23
(Don't know).....	2	2	2	2
A lot /somewhat	62	64	67	56
A little /not at all.....	36	34	31	42

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.....	54	57	58	47
Agree – not so strongly	12	14	9	10
Disagree – not so strongly	8	5	7	11
Disagree - strongly.....	6	5	4	9
Don't know/not sure	21	19	22	22
Agree.....	66	71	67	57
Disagree	14	11	11	20

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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.....	58	69	63	40
Government has intervened too much	28	19	23	44
(Both).....	5	4	5	6
(Neither).....	4	3	4	4
(Don't know).....	5	5	5	6

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	53	61	58	44
Favor - somewhat	20	17	20	23
Oppose - somewhat.....	9	8	7	11
Oppose - strongly.....	7	6	7	10
(Don't know).....	10	9	9	13
Favor	73	78	77	66
Oppose	16	13	14	21

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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	45	55	46	32
Pro-reform - somewhat closer	14	15	15	13
Anti-reform - somewhat closer	15	10	13	23
Anti-reform - much closer	15	13	12	20
(Neither)	4	2	5	4
(Both)	4	2	4	5
(Don't know)	4	3	4	3
 Pro-reform	 59	 70	 61	 45
Anti-reform	29	22	25	42

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

Favor -strongly	49	61	54	33
Favor - somewhat	23	17	24	31
Oppose - somewhat	8	7	7	11
Oppose - strongly	8	5	6	12
(Don't know)	11	10	10	12
 Favor	 73	 78	 78	 64
Oppose	16	12	13	24

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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	46	54	52	32
Need rules - somewhat closer	17	16	18	19
Unaccountable bureaucracy - somewhat closer	13	9	13	15
Unaccountable bureaucracy - much closer	13	11	9	18
(Neither)	4	3	2	6
(Both)	3	2	3	3
(Don't know)	5	4	3	9
 Need rules	 63	 71	 69	 50
Unaccountable bureaucracy	26	21	22	32

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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 Concerning

15h.Reducing efforts to protect students from abusive student loans and student loan servicers	63	75	64	51
15i.Ending efforts to curb discrimination in lending based on data showing that borrowers of color pay more for loans	60	75	61	42
15a.Ending the enforcement of rules to prevent abuses by payday lenders	58	67	61	46
15d.Ending public access to the database of complaints filed against banks and other financial firms.....	57	65	65	42
15g.Cutting back on work to prevent racial discrimination in lending.....	56	68	57	43
15e.Changing the mission of the CFPB to cutting regulation rather than protecting consumers	53	67	50	39
15c.Helping end rules that ban discrimination by auto lenders	51	61	53	40
15b.Stopping new protections for people who take out payday loans.....	48	60	48	34
15f.Working closely with financial lobbyists and contributors to determine the policies of the agency..	44	49	48	38

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

Very concerning	58	67	61	46
Somewhat concerning.....	22	18	21	31
A little concerning.....	9	7	9	9
Not at all concerning	8	5	5	11
(No opinion/Don't know)	3	3	3	2
Concerning	81	85	82	77
Not concerning.....	16	12	14	20

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

Very concerning	48	60	48	34
Somewhat concerning.....	25	20	25	31
A little concerning.....	9	9	7	10
Not at all concerning	12	6	14	18
(No opinion/Don't know)	6	6	5	8
Concerning	73	79	74	64
Not concerning.....	21	15	21	28

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c. Helping end rules that ban discrimination by auto lenders				
Very concerning	51	61	53	40
Somewhat concerning.....	25	23	26	27
A little concerning.....	8	7	5	10
Not at all concerning	11	5	11	17
(No opinion/Don't know).....	5	4	5	6
Concerning	76	84	79	67
Not concerning.....	19	12	16	27
d. Ending public access to the database of complaints filed against banks and other financial firms				
Very concerning	57	65	65	42
Somewhat concerning.....	23	20	17	32
A little concerning.....	8	6	7	10
Not at all concerning	7	6	6	10
(No opinion/Don't know).....	5	3	4	5
Concerning	80	85	82	74
Not concerning.....	15	12	14	20
e. Changing the mission of the CFPB to cutting regulation rather than protecting consumers				
Very concerning	53	67	50	39
Somewhat concerning.....	24	21	23	28
A little concerning.....	9	5	11	11
Not at all concerning	9	4	7	16
(No opinion/Don't know).....	6	4	9	7
Concerning	76	87	73	67
Not concerning.....	17	9	18	26
f. Working closely with financial lobbyists and contributors to determine the policies of the agency				
Very concerning	44	49	48	38
Somewhat concerning.....	27	24	26	34
A little concerning.....	11	8	11	12
Not at all concerning	9	9	8	9
(No opinion/Don't know).....	9	10	7	7
Concerning	72	73	74	72
Not concerning.....	20	17	19	21

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g. Cutting back on work to prevent racial discrimination in lending				
Very concerning	56	68	57	43
Somewhat concerning.....	21	19	19	23
A little concerning.....	8	6	9	9
Not at all concerning	10	5	7	18
(No opinion/Don't know)	6	3	8	7
Concerning	76	87	76	66
Not concerning.....	17	10	16	26
h. Reducing efforts to protect students from abusive student loans and student loan servicers				
Very concerning	63	75	64	51
Somewhat concerning.....	20	16	18	26
A little concerning.....	7	4	9	9
Not at all concerning	7	4	7	11
(No opinion/Don't know)	3	2	2	3
Concerning	83	90	82	77
Not concerning.....	14	8	16	20
i. Ending efforts to curb discrimination in lending based on data showing that borrowers of color pay more for loans				
Very concerning	60	75	61	42
Somewhat concerning.....	20	14	20	26
A little concerning.....	8	4	10	10
Not at all concerning	8	4	7	13
(No opinion/Don't know)	5	3	3	9
Concerning	80	89	81	68
Not concerning.....	15	8	17	23

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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.....	63	60	68	66
Somewhat support	16	17	15	17
Somewhat oppose	6	6	6	5
Strongly oppose	6	6	4	7
Don't know/not sure	8	10	6	5
(Refused)	1	1	1	0
Support	79	77	83	82
Oppose	12	12	10	12

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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	52	46	36
Payday lenders prey - somewhat closer.....	10	9	9	12
Both - lean payday lenders prey.....	3	3	2	4
Payday lenders prey	58	64	57	52
Both	8	6	11	8
Payday lenders are resource	27	25	26	33
Both - lean payday lenders are resource.....	5	4	6	5
Payday lenders are resource - somewhat closer.....	11	10	9	14
Payday lenders are resource - much closer	11	10	11	14
(Neither).....	2	2	2	4
(Don't know).....	4	4	4	3

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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	19	21	21	18
Flexible requirements – somewhat.....	16	17	11	17
Tighter requirements - somewhat	19	20	19	17
Tighter requirements – strongly.....	39	35	42	42
(Don't know).....	7	6	7	6
Flexible requirements.....	35	38	31	35
Tighter requirements.....	58	56	61	60

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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	73	74	76	70
19b.Debt collectors sue a million consumers each year even when they do not have the evidence to prove their case in court.....	72	74	74	67
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	70	73	71	67

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	73	74	76	70
Somewhat concerning.....	17	17	17	16
A little concerning.....	5	5	3	6
Not at all concerning	4	3	3	7
(No opinion/Don't know)	2	1	1	2
Concerning	89	92	93	85
Not concerning.....	9	7	6	13

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	74	74	67
Somewhat concerning.....	18	18	15	23
A little concerning.....	3	3	4	3
Not at all concerning	5	4	4	6
(No opinion/Don't know)	2	2	2	1
Concerning	90	92	89	90
Not concerning.....	8	7	9	9

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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	70	73	71	67
Somewhat concerning.....	19	19	19	20
A little concerning.....	4	4	5	5
Not at all concerning	5	4	5	7
(No opinion/Don't know).....	2	1	1	2
Concerning	88	91	90	87
Not concerning.....	10	8	9	11

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The remaining questions are for statistical purposes only.

Q20. Generally speaking, do you think of yourself as a Republican, a Democrat, an Independent or something else?

[IF REPUBLICAN/DEMOCRAT:] Do you consider yourself a strong or a not-so-strong (Republican/Democrat)?

[IF INDEPENDENT:] Would you say you lean more towards the Republicans or more towards the Democrats?

Strong Democrat.....	26	70	0	0
Not-so-strong Democrat.....	5	13	0	0
Independent - lean Democrat.....	6	17	0	0
Democrat	37	100	0	0
Independent.....	23	0	95	0
Republican.....	31	0	0	100
Independent - lean Republican	6	0	0	20
Not-so-strong Republican	5	0	0	16
Strong Republican	20	0	0	64
(Other)	4	0	0	0
(Don't know).....	1	0	5	0
(Refused)	4	0	0	0

Q21. Did you vote in the November 2016 election for president, U.S. Congress, and other offices, or like many people, were you not able to vote in this election?

Yes, voted.....	90	91	86	97
No, did not vote.....	6	5	11	3
(Don't know).....	1	1	1	0
(Refused)	3	3	2	0

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Q22. [IF RESPONDENT VOTED IN NOVEMBER 2016 ELECTION Q21=1] In the election for president, did you vote for

[READ AND RANDOMIZE ANSWERS]

[IF RESPONDENT DECLINES TO SAY HOW HE OR SHE VOTED, SAY]: This survey is being done for research purposes only. Your willingness to discuss your vote is really important for assuring the accuracy of our research, and we promise that we will always maintain the privacy and confidentiality of your responses.

[RANDOMIZE1-4]

Hillary Clinton.....	43	83	40	5
Donald Trump.....	35	5	23	82
Gary Johnson.....	2	1	5	2
Jill Stein.....	1	1	3	0
(Other).....	5	2	11	2
(Refused).....	14	8	18	9

Q23. What is the last year of schooling that you have completed?

1 - 11th Grade.....	3	5	2	3
High School Graduate.....	18	20	16	19
Non-College Post H.S.....	1	1	1	1
Some College.....	28	24	34	32
College Graduate.....	31	33	29	30
Post-Graduate School.....	16	17	17	16
(Refused).....	3	0	2	0

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Q24. What is your age?

Q25. [IF AGE IS REFUSED]: I am going to read you some categories. Please stop me when we get to your category.

18-24 years.....	11	14	16	6
25-29 years.....	4	3	3	4
30-34 years.....	6	6	7	4
35-39 years.....	7	7	7	7
40-44 years.....	8	8	10	8
45-49 years.....	7	7	8	5
50-54 years.....	4	4	6	4
55-59 years.....	12	10	8	18
60-64 years.....	12	14	9	13
65-69 years.....	7	8	5	8
70-74 years.....	7	6	7	7
Over 74 years.....	14	12	15	15
(Refused).....	0	0	0	0

Q26. Are you an active duty service member, a veteran of the armed forces, or are you a dependent or immediate family member of an active duty service member or veteran?

Yes - self active duty.....	2	1	2	3
Yes - self veteran.....	9	6	8	14
Yes - family member or dependent of active duty or veteran.....	11	10	11	14
No.....	75	81	77	69
(Don't know/refused).....	3	2	2	1

Q27. In which of the following ranges does your total annual household income fall, before taxes?

Below 20 thousand.....	5	5	6	5
Between 20 and 30 thousand.....	7	9	7	7
Between 30 and 40 thousand.....	8	7	9	8
Between 40 and 50 thousand.....	10	12	7	9
Between 50 and 75 thousand.....	13	13	12	17
Between 75 and 100 thousand.....	11	11	9	15
Between 100 and 150 thousand.....	8	9	8	9
Between 150 and 200 thousand.....	3	2	3	3
More than 200 thousand.....	2	2	3	2
(Don't Know).....	6	8	8	4
(Refused).....	27	23	28	21

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Q28. [IF REFUSED OR DON'T KNOW] Could you tell me if your annual household income is below or above 40 thousand dollars?

Below 40 Thousand	24	24	26	23
Above 40 Thousand.....	57	60	53	62
(Don't Know)	4	4	5	2
(Refused)	16	11	16	13

Q29. Just to make sure we have a representative sample, could you please tell me whether you are from a Hispanic, Latino, or Spanish-speaking background? **[IF "NO", ASK:]** What is your race - white, black, Asian, or something else?

White	69	54	70	88
Black/African American	12	24	9	2
Spanish speaking/Latino (Puerto Rican, Mexican, etc.).....	10	14	9	5
Asian.....	3	3	4	2
Native American.....	0	0	1	0
Pacific Islander.....	0	0	1	0
Arab American	0	0	0	0
(Other)	2	3	3	1
(Don't know / Refused).....	3	2	3	2

Q30. Do you currently have any student loan debt?

Yes	12	18	11	6
No	84	79	86	93
(Don't know/refused)	4	3	3	1