

FINAL TOPLINES: CORE QUESTIONS

2014 2013
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Gender

Men.....	48	48
Women	52	52

Region

New England	6	6
Mid-Atlantic	12	12
East-North-Central	17	16
West-North-Central	8	8
South Atlantic.....	19	19
East-South-Central	6	6
West-South-Central	8	9
Mountain	8	8
Pacific	16	16

1. **[T]** How likely are you to vote in the 2014 General Election for Congress and other offices-- 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	88
Probably	14	12
50-50	⇒ GO TO Terminate	
Probably not	⇒ GO TO Terminate	
Definitely not	⇒ GO TO Terminate	
(Don't know)	⇒ GO TO Terminate	

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2. Now I'd like to ask you about some people, groups, and products. For each, please tell me whether you have a very favorable, somewhat favorable, somewhat unfavorable, or very unfavorable impression. If you haven't heard of {6}, or if you don't know enough about that person, group, or product to have an impression {5}, just say so and we will move on. [READ NAME.] Do you have a very favorable, somewhat favorable, somewhat unfavorable, or very unfavorable impression of [NAME]?

RANDOMIZE LIST
Sorted by "Very favorable"

2n.Credit Unions	54	48
2k.Community banks	46	45
2o.The Federal Deposit Insurance Corporation (or FDIC)	37	38
B2j.Student loans from the federal government	29	31
2e.Pre-paid cards.....	25	27
A2g.the Consumer Financial Protection Bureau	22	23
A2i.Student loans from private companies.....	18	16
B2h.the Consumer Financial Protection Bureau, created by the 2010 Wall Street reform law	18	20
2m.Credit-scoring companies	17	11
2b.Big Banks.....	17	16
2c.Credit card companies	17	13
2f.The financial industry	15	12
2a.Wall Street financial companies	10	7
2l.Debt collectors	5	2
2d.Payday lenders	4	3

a._[T] Wall Street financial companies

Very favorable.....	10	7
Somewhat favorable	20	20
Somewhat unfavorable	22	24
Very unfavorable.....	26	27
No opinion.....	21	20
Never heard	1	1
Favorable.....	30	28
Unfavorable	48	51

b._[T] Big Banks

Very favorable.....	17	16
Somewhat favorable	25	26
Somewhat unfavorable	22	24
Very unfavorable.....	24	25
No opinion.....	12	9
Never heard	0	0
Favorable.....	42	42
Unfavorable	46	49

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c. **[T]** Credit card companies

Very favorable.....	17	13
Somewhat favorable	35	35
Somewhat unfavorable	19	25
Very unfavorable.....	21	21
No opinion.....	8	6
Never heard	0	0
Favorable.....	52	48
Unfavorable	40	46

d. **[T]** Payday lenders

Very favorable.....	4	3
Somewhat favorable	10	7
Somewhat unfavorable	16	15
Very unfavorable.....	49	57
No opinion.....	17	16
Never heard	4	3
Favorable.....	15	10
Unfavorable	65	72

e. **[T]** Pre-paid cards

Very favorable.....	25	27
Somewhat favorable	30	31
Somewhat unfavorable	11	11
Very unfavorable.....	12	10
No opinion.....	20	20
Never heard	1	2
Favorable.....	55	58
Unfavorable	23	21

f. **[T]** The financial industry

Very favorable.....	15	12
Somewhat favorable	29	32
Somewhat unfavorable	23	24
Very unfavorable.....	16	19
No opinion.....	16	12
Never heard	1	0
Favorable.....	43	44
Unfavorable	39	43

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g. **[T] [SSA]** the Consumer Financial Protection Bureau

Very favorable.....	22	23
Somewhat favorable	25	28
Somewhat unfavorable	5	6
Very unfavorable.....	6	6
No opinion.....	25	26
Never heard	17	11
Favorable.....	47	51
Unfavorable	11	12

h. **[T] [SSB]** the Consumer Financial Protection Bureau, created by the 2010 Wall Street reform law

Very favorable.....	18	20
Somewhat favorable	18	23
Somewhat unfavorable	6	7
Very unfavorable.....	10	10
No opinion.....	29	29
Never heard	19	11
Favorable.....	36	43
Unfavorable	16	17

i. **[T] [SSA]** Student loans from private companies

Very favorable.....	18	16
Somewhat favorable	21	24
Somewhat unfavorable	13	15
Very unfavorable.....	18	17
No opinion.....	29	26
Never heard	1	2
Favorable.....	39	40
Unfavorable	31	33

j. **[T] [SSB]** Student loans from the federal government

Very favorable.....	29	31
Somewhat favorable	31	29
Somewhat unfavorable	13	12
Very unfavorable.....	12	16
No opinion.....	15	13
Never heard	0	0
Favorable.....	59	59
Unfavorable	25	28

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k. **[T]** Community banks

Very favorable.....	46	45
Somewhat favorable	35	38
Somewhat unfavorable	3	4
Very unfavorable.....	2	2
No opinion.....	13	10
Never heard	1	1
Favorable.....	81	83
Unfavorable	5	6

l. **[T]** Debt collectors

Very favorable.....	5	2
Somewhat favorable	15	14
Somewhat unfavorable	21	21
Very unfavorable.....	40	43
No opinion.....	18	19
Never heard	1	0
Favorable.....	20	17
Unfavorable	61	64

m. **[T]** Credit-scoring companies

Very favorable.....	17	11
Somewhat favorable	30	27
Somewhat unfavorable	18	20
Very unfavorable.....	14	18
No opinion.....	20	22
Never heard	1	1
Favorable.....	47	39
Unfavorable	32	38

n. **[T]** Credit Unions

Very favorable.....	54	48
Somewhat favorable	29	34
Somewhat unfavorable	4	4
Very unfavorable.....	3	4
No opinion.....	9	10
Never heard	0	0
Favorable.....	83	82
Unfavorable	8	8

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o. **[T]** The Federal Deposit Insurance Corporation (or FDIC)

Very favorable.....	37	38
Somewhat favorable	29	31
Somewhat unfavorable	5	8
Very unfavorable.....	6	5
No opinion.....	20	17
Never heard	2	2
Favorable.....	67	69
Unfavorable	11	12

3. [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	70	73
Somewhat important	22	20
A little important	4	3
Not at all important	3	3
(don't know).....	1	1
Important.....	93	93
Not important.....	6	6

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4. **[T] [SSA]** Who do you trust more to make sure financial services and products are fair for consumers – banks and credit card companies, or the Consumer Financial Protection Bureau?

[IF CHOICE] Would you say you trust [RESPONSE] much more or somewhat more?
 [IF BOTH/NEITHER] Well, if you had to pick one, who would you trust more?

Banks/Credit card companies – much more	12	11
Banks/Credit card companies – somewhat more ..	6	7
CFPB – much more	35	32
CFPB – somewhat more	20	21
(Both)	5	4
(Neither)	12	15
(Don't know)	10	10
Banks/Credit card companies	17	18
CFPB	55	53

5. **[T] [SSB]** Who do you trust more to make sure financial services and products are fair for consumers – banks and credit card companies, or the federal government?

[IF CHOICE] Would you say you trust [RESPONSE] much more or somewhat more?
 [IF BOTH/NEITHER] Well, if you had to pick one, who would you trust more?

Banks/Credit card companies – much more	19	16
Banks/Credit card companies – somewhat more	12	11
Federal government – much more	20	17
Federal government – somewhat more	15	19
(Both)	3	5
(Neither)	28	26
(Don't know)	4	6
Banks/Credit card companies	31	27
Federal government	34	36

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

IF MORE/LESS, ASK – Is that Much more/less or somewhat more/less?

Much more	42	43
Somewhat more	23	23
Somewhat less	11	12
Much less	13	14
(Neither more nor less)	8	5
(Don't know).....	3	4
More	65	66
Less	24	26

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

IF MORE/LESS, ASK – Is that Much more/less or somewhat more/less?

Much more	41	48
Somewhat more	21	23
Somewhat less	9	8
Much less	14	13
(Neither more nor less)	11	5
(Don't know).....	4	4
More	62	71
Less	23	20

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8. **[T] [SSA]** As you may know, a new Wall Street reform law was passed in 2010. This law requires federal oversight of financial companies that were not previously subject to federal regulation, including mortgage brokers, payday lenders, debt collectors, and companies that create credit reports and scores. Please tell me whether you favor or oppose requiring federal oversight of these financial companies.

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

Favor - strongly	56	51
Favor - somewhat	20	26
Oppose - somewhat	7	7
Oppose - strongly	12	9
(Don't know)	5	6
Favor	76	78
Oppose	19	16

9. **[SSB]** As you may know, there is a new Wall Street reform law that requires federal oversight of financial companies that were not previously subject to federal regulation, including mortgage brokers, payday lenders, debt collectors, and companies that create credit reports and scores. Please tell me whether you favor or oppose requiring federal oversight of these financial companies.

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

Favor - strongly	50
Favor - somewhat	23
Oppose - somewhat	7
Oppose - strongly	12
(Don't know)	7
Favor	74
Oppose	19

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11. Now I am going to read you a series of proposals that are being considered to regulate financial products and services. For each, please tell me if you support or oppose the proposal.

[IF SUPPORT/OPPOSE] And do you strongly or somewhat [SUPPORT/OPPOSE] that change?

RANDOMIZE LIST

Sort by "Strongly support"

B11f.If you don't have enough money in your account to cover a debit-card purchase, the company issuing the card must decline the purchase rather than charge you a \$35 fee.....	69	
A11a.Small-dollar lenders must make sure a loan is affordable in light of a customer's income and expenses	68	65
B11b.Small-dollar lenders must verify a customers' ability to repay.....	67	67
A11c.Bank customers would have the right to take complaints to court, instead of being required to accept dispute arbitration by a third party chosen by the bank or lending institution.....	56	
A11e.In order to protect consumers from excessive overdraft fees, banks cannot charge more than six overdraft fees per customer per year	49	46
B11d.Borrowers must be allowed to sue the same lender together over a common problem.....	46	50

a. [SSA] Small-dollar lenders must make sure a loan is affordable in light of a customer's income and expenses.

Strongly support.....	68	65
Somewhat support	20	24
Somewhat oppose	3	4
Strongly oppose	5	4
(Not sure)	4	2
(Refuse)	1	0
Support	88	89
Oppose	8	8

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b. **[T] [SSB]** Small-dollar lenders must verify a customers' ability to repay.

Strongly support.....	67	67
Somewhat support.....	21	22
Somewhat oppose.....	5	3
Strongly oppose.....	4	3
(Not sure).....	3	4
(Refuse).....	0	0
Support.....	88	89
Oppose.....	9	7

c. **[SSA]** Bank customers would have the right to take complaints to court, instead of being required to accept dispute arbitration by a third party chosen by the bank or lending institution.

Strongly support.....	56
Somewhat support.....	20
Somewhat oppose.....	8
Strongly oppose.....	8
(Not sure).....	7
(Refuse).....	1
Support.....	76
Oppose.....	16

d. **[T] [SSB]** Borrowers must be allowed to sue the same lender together over a common problem.

Strongly support.....	46	50
Somewhat support.....	26	24
Somewhat oppose.....	9	5
Strongly oppose.....	8	7
(Not sure).....	12	13
(Refuse).....	0	0
Support.....	71	74
Oppose.....	17	12

e. **[T] [SSA]** In order to protect consumers from excessive overdraft fees, banks cannot charge more than six overdraft fees per customer per year.

Strongly support.....	49	46
Somewhat support.....	15	20
Somewhat oppose.....	12	12
Strongly oppose.....	16	16
(Not sure).....	6	5
(Refuse).....	0	0
Support.....	65	66
Oppose.....	29	28

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f. **[SSB]** If you don't have enough money in your account to cover a debit-card purchase, the company issuing the card must decline the purchase rather than charge you a \$35 fee.

Strongly support.....	69
Somewhat support.....	14
Somewhat oppose.....	8
Strongly oppose.....	7
(Not sure).....	2
(Refuse).....	1
Support.....	83
Oppose.....	15

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12. If you don't have enough money on a prepaid card to cover a purchase, should the company that issued the card decline the purchase rather than charge you a fee?

Yes 88
 No 7
 (Don't Know) 5
 (Refused) 0

14. **[T] [SSC]** Part of the Wall Street Reform law was the establishment of the Consumer Financial Protection Bureau, or CFPB.
 Now I'd like to read you a pair of statements about the Consumer Financial Protection Bureau. Of the two, please tell me which statement is closer to your own views.

[ROTATE STATEMENTS]

- A. _ (Some/other people say) Wall Street special interests fund attacks against the Consumer Financial Protection Bureau because the CFPB works. It puts money back in consumers' pockets and prevents confusing and unfair practices by credit card companies, payday lenders, and other financial companies that would otherwise be able to rip people off.
- B. _ (Some/other people say) The CFPB is another unaccountable, expensive, federal bureaucracy we don't need. The financial crisis was caused by government interference. Imposing even more regulation just hurts small businesses, costs jobs, and impedes economic recovery. The CFPB is yet another example of out of control, big federal government.

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

CFPB works - much closer	39	50
CFPB works - somewhat closer	16	13
Unaccountable bureaucracy - somewhat closer .	13	11
Unaccountable bureaucracy - much closer	17	14
(Neither)	6	10
(Both)	5	2
(Don't know)	5	0
CFPB works.....	55	63
Unaccountable bureaucracy	30	25

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15. **[T] [SSD]** Part of the Wall Street Reform law was the establishment of the Consumer Financial Protection Bureau, or CFPB.

Now I'd like to read you a pair of statements about the Consumer Financial Protection Bureau. Of the two, please tell me which statement is closer to your own views.

[ROTATE STATEMENTS]

A. _ (Some/other people say) We have rules to guard against unsafe meat, appliances, and automobiles. The CFPB is 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.

B. _ (Some/other people say) The CFPB is another unaccountable, expensive, federal bureaucracy we don't need. The financial crisis was caused by government interference. Imposing even more regulation just hurts small businesses, costs jobs, and impedes economic recovery. The CFPB is yet another example of out of control, big federal government.

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

Need rules - much closer	45	49
Need rules - somewhat closer	14	16
Unaccountable bureaucracy - somewhat closer .	15	13
Unaccountable bureaucracy - much closer	14	13
(Neither)	4	6
(Both)	6	4
(Don't know)	2	0
Need rules	59	64
Unaccountable bureaucracy	29	26

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16. The CFPB has used its enforcement authority to bring suits against companies it found to have violated the law. Please tell me which of the following two statements is closer to your own views about this type of regulatory action:

[ROTATE STATEMENTS]

A. _ (Some/other people say) Companies that violate the law should be held accountable and made to pay. For example, in 2013 American Express and JP Morgan Chase had to pay fines and refunds totaling more than \$400 million dollars as a result of their deceptive marketing and billing practices for credit card add-on products. Lawsuits like these are exactly what the CFPB should be doing.

B. _ (Some/other people say) The CFPB is out of control, using taxpayer money to fund expensive lawsuits that hurt regular Americans and businesses. CFPB lawsuits unfairly target businesses that government regulators don't like, preventing these businesses from innovating and prospering. CFPB intrusion costs American jobs and money for consumers and taxpayers.

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

Companies should be accountable – much closer.....	52
Companies should be accountable – somewhat closer	14
CFPB out of control – somewhat closer	10
CFPB out of control – much closer.....	11
(Neither).....	4
(Both).....	6
(Don't Know)	3
Companies should be accountable	66
CFPB out of control.....	21

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17. Now I am going to read two statements about loans. Please listen to both and tell me which statement is closer to your own views.

[ROTATE STATEMENTS]

A. _ Debt problems are a matter of personal irresponsibility. The answer is for people to watch their finances carefully, do a better job of understanding interest rates and repayment terms, and not take out loans they can't afford.

B. _ Lenders need rules. They should have to look at borrowers' finances, and not offer loans to people who can't afford to repay them. They should have to provide clear information about interest rates and repayment terms, so people can make wise choices.

[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?

Personal irresponsibility - much closer	26	21
Personal irresponsibility - somewhat closer	6	6
Both – lean Personal irresponsibility	6	2
Both	20	22
Both – lean Lenders need rules	11	7
Lenders need rules - somewhat closer	9	14
Lenders need rules - much closer	19	22
(Neither)	2	2
(Don't know)	1	2
Personal irresponsibility	38	30
Lenders need rules	41	44

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18. 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.

[ROTATE STATEMENTS]

A. _ (Some/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. _ 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	39
Payday lenders prey - somewhat closer	11
Both – lean Payday lenders prey	6
Both	11
Both – lean Payday lenders are resource	6
Payday lenders are resource - somewhat closer .	9
Payday lenders are resource - much closer	12
(Neither)	3
(Don't know)	3
Payday lenders prey	56
Payday lenders are resource	26

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19. **SSA:** Now I am going to read you a series of new requirements that have been placed on financial companies in the last 4 years. For each, please tell me if you have noticed that change, if you have not noticed the change, or if you are not sure.

RANDOMIZE LIST

a. Credit card statements must now state how much more customers will ultimately pay if they only make the minimum monthly payment.

Noticed changed	53	49
Have not noticed	33	38
(Not sure)	15	12
(Refuse)	0	1

b. Credit card companies cannot retroactively change the interest rates on existing balances.

Noticed changed	22	27
Have not noticed	56	53
(Not sure)	22	19
(Refuse)	1	1

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20. SSB: Now I am going to read you a series of new requirements that have been placed on financial companies in the last 4 years. For each, please tell me if you support or oppose the change.

[IF SUPPORT/OPPOSE] And do you strongly or somewhat [SUPPORT/OPPOSE] that change?

RANDOMIZE LIST

a. Credit card statements must now state how much more customers will ultimately pay if they only make the minimum monthly payment.

Strongly support.....	76	76
Somewhat support.....	15	17
Somewhat oppose.....	3	3
Strongly oppose.....	2	2
(Not sure).....	3	2
(Refuse).....	1	0
Support.....	91	93
Oppose.....	5	4

b. Credit card companies cannot change the interest rates on existing balances.

Strongly support.....	78	76
Somewhat support.....	10	16
Somewhat oppose.....	4	3
Strongly oppose.....	4	3
(Not sure).....	4	3
(Refuse).....	0	0
Support.....	88	91
Oppose.....	8	5

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21. I am going to read you a series of statements about student loans. For each, please tell me if you agree or disagree with the statement.

[IF AGREE/DISAGREE] And do you strongly or somewhat [AGREE/DISAGREE] with that statement?

RANDOMIZE LIST

a. Borrowers should be able to pay back their student loans with a monthly payment based on their income.

Strongly agree	68	65
Somewhat agree.....	20	23
Somewhat disagree	5	4
Strongly disagree	4	3
(No opinion /DK)	4	5
Agree	88	88
Disagree	8	7

b. The federal government should be doing more to help those who are struggling with student loan debt.

Strongly agree	48
Somewhat agree.....	22
Somewhat disagree	11
Strongly disagree	14
(No opinion /DK)	4
Agree	70
Disagree	25

c. Student loans are putting too much of a burden on many young adults and families.

Strongly agree	54
Somewhat agree.....	24
Somewhat disagree	8
Strongly disagree	7
(No opinion /DK)	6
Agree	78
Disagree	16

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22. 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.

RANDOMIZE LIST

a. 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 convincing.....	66	71
Somewhat concerning	20	19
A little concerning.....	7	4
Not at all concerning	4	3
No opinion /DK.....	3	2
Concerning	85	90
Not concerning.....	11	7

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

Very convincing.....	64	68
Somewhat concerning	22	21
A little concerning.....	5	4
Not at all concerning	5	3
No opinion /DK.....	4	4
Concerning	86	90
Not concerning.....	10	7

c. Some people avoid paying debts because of legal loopholes

Very convincing.....	46	50
Somewhat concerning	29	29
A little concerning.....	9	9
Not at all concerning	10	7
No opinion /DK.....	5	5
Concerning	76	79
Not concerning.....	19	16

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Finally, I would like to ask you a few questions for statistical purposes only.

30. [T] Generally speaking, do you think of yourself as a Republican, a Democrat, an independent, or something else?

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

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

Strong Democrat	27	27
Not-so-strong Democrat	6	3
Independent - lean Democrat	5	7
Democrat	37	37
Independent	24	25
Republican.....	32	31
Independent - lean Republican	5	7
Not-so-strong Republican	6	6
Strong Republican	21	19
Other	2	4
(Don't know)	3	3
(Refused)	2	0

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31. [T] What is the last year of schooling that you have completed?

1 - 11th grade	2	3
high school graduate	21	21
non-college post H.S.	3	3
some college	29	29
college graduate	31	31
post-graduate school	12	12
(don't know/refused)	1	1

32. [T] What is your age? _____

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

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

33. [T] [SSA] Have you ever been overcharged or deceived by a financial institution?

Yes	43	37
No	51	57
(Don't know)	5	5
(Refuse)	1	2

34. [T] [SSB] Have you ever been treated unfairly by a financial institution?

Yes	32	36
No	64	60
(Don't know)	2	3
(Refuse)	2	1

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35. [T] In which of the following ranges does your total annual household income fall, before taxes?

Below 20 thousand dollars	7	7
Between 20 and 30 thousand dollars	8	11
Between 30 and 40 thousand dollars	10	9
Between 40 and 50 thousand dollars	8	11
Between 50 and 75 thousand dollars	13	13
Between 75 and 100 thousand dollars	12	11
Between 100 and 150 thousand dollars	9	6
Between 150 and 200 thousand dollars	3	2
More than 200 thousand dollars	3	2
(Don't know)	5	27 ¹
(Refused)	24	0

36. [T] [IF Q35 = REFUSED OR DON'T KNOW] Could you tell me if your annual household income is below or above 40 thousand dollars?

Below 40 Thousand	30	31
Above 40 Thousand	53	51
(Don't Know)	2	0
(Refused)	15	0

37. [T] 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]: What is your race - white, black, Asian, or something else?

White	75	72
Black/African American	11	11
Latino/Hispanic	8	10
Asian	2	2
Other	2	2
(Don't know/refused)	2	2

That completes our opinion survey. Thank you for your time and cooperation, and have a pleasant (day/evening)!

¹ "Don't Know" and "Refused" were combined in the 2013 survey.

