



COVID-19 Bill Pay Impact Report

May 2020

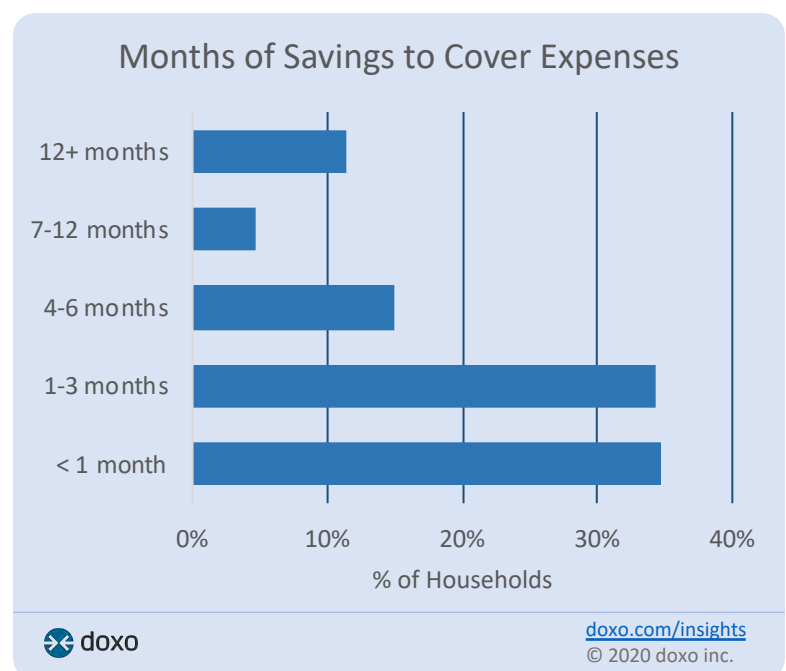
COVID-19 Bill Pay Impact Report

doxo, the innovative web and mobile bill pay service, conducts user surveys and analyzes aggregate bill payment data from over 3 million consumers from all 3,007 US counties, observing payment activity to more than 45 recurring biller service categories and covering over 60,000 billers on its payment network. This uniquely broad statistical foundation powers doxoINSIGHTS reports – uncovering key trends for household financial and bill payment behavior.

This COVID-19 Bill Pay Impact Report examines the financial impact of the global pandemic on the U.S. bill pay market and consumer expectations for managing their finances and paying their bills. The results have a 3% margin of error based on 1,024 sampled households.

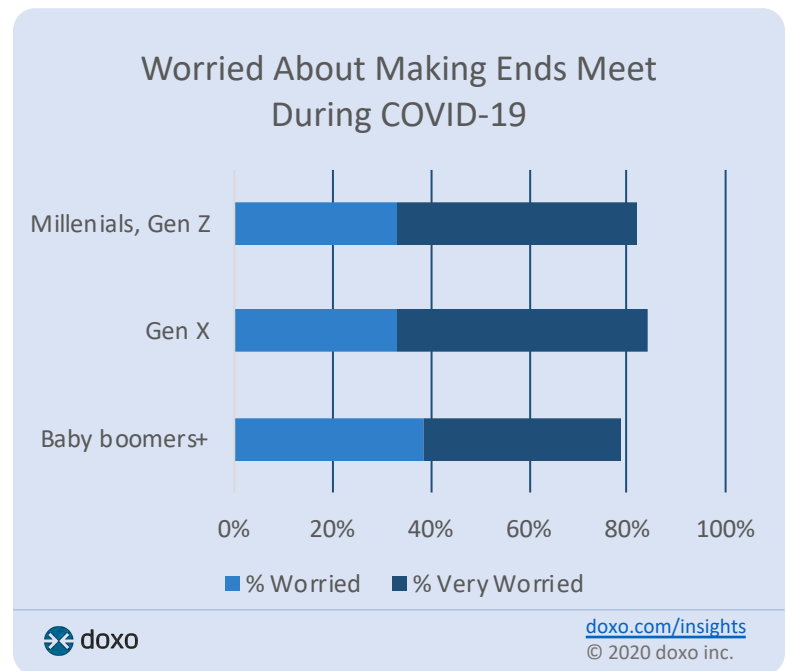
69% of households can cover bills less than 4 months with existing savings

With unemployment rates skyrocketing, concern is quickly rising about the financial impact of Covid-19 on households across the country. doxoINSIGHTS consumer survey results indicate 69% of households have insufficient savings to cover 4 months of bills. In fact, 35% of households are beginning to experience cash shortages in less than a month.



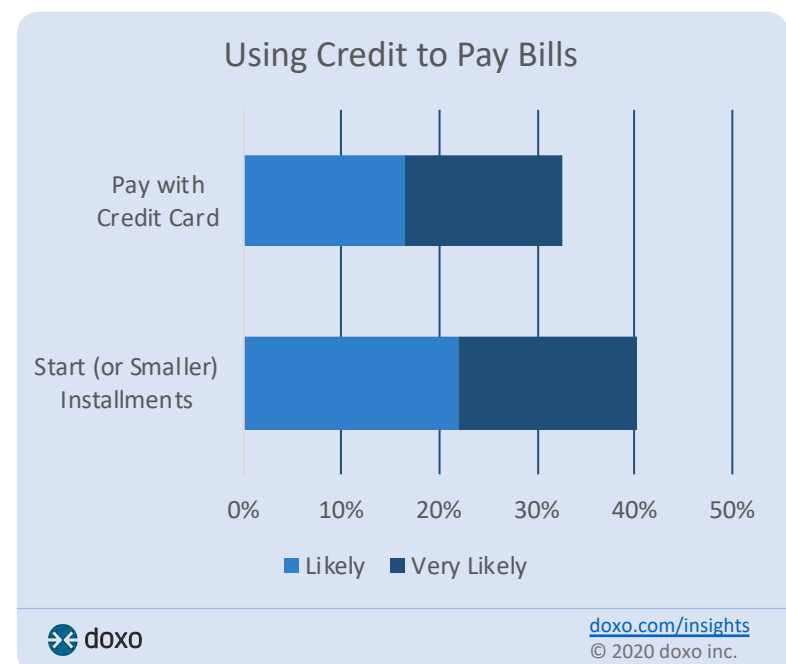
82% worry about making financial ends meet until economic recovery

82% of consumers surveyed are worried they won't be able to stay current on their bill payments. And younger consumers are even more likely to be concerned than older and retired households. Perhaps with 7 recessions since the the late '60s including the Great Recession in 2007 to 2009, the Baby Boomer+ generations have simply weathered more financial storms than the Gen X generation who have seen 5 recessions, and the Millennials with 2.



33% expect to take on more debt to cover bill obligations through the crisis

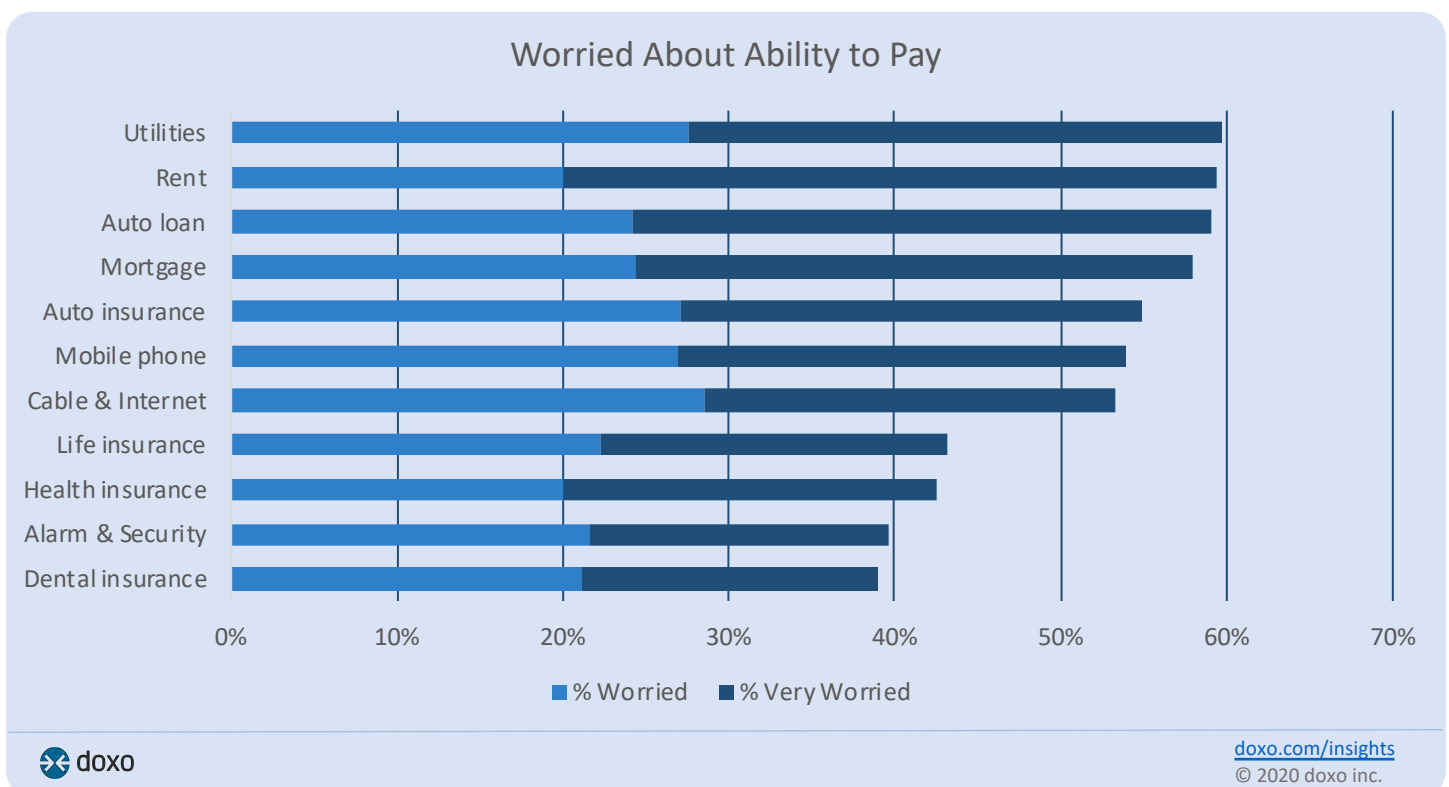
On average, credit cards are used for about 15% of household. But during this crisis consumers now say they are likely to use credit cards for 33% of bills due. Using credit can lead to an accumulating household debt burden and escalating interest expenses. 40% say they will start paying off their credit with installments or will decrease their usual installment payments if they are already carrying a month-to-month balance.



59% may not be able to cover their upcoming rent and mortgage bills

Consumers were also asked which of their most common bills cause the most challenge and worry during the next few months. While concerned across all bill types, the biggest bills are naturally the most stressful. Rent, auto loans, mortgage, and utility bills all have over 58% of consumers worried and expecting they won't be able to stay current over the next few months.

Category	Monthly Bill \$	% Worried & Very Worried
Utilities	\$294	60%
Rent	\$1,029	59%
Auto Loan	\$393	59%
Mortgage	\$1,211	58%
Auto Insurance	\$183	55%
Mobile Phone	\$114	54%
Cable & Internet	\$109	53%
Life insurance	\$81	43%
Health insurance	\$96	43%
Alarm & Security	\$73	40%
Dental insurance	\$25	39%

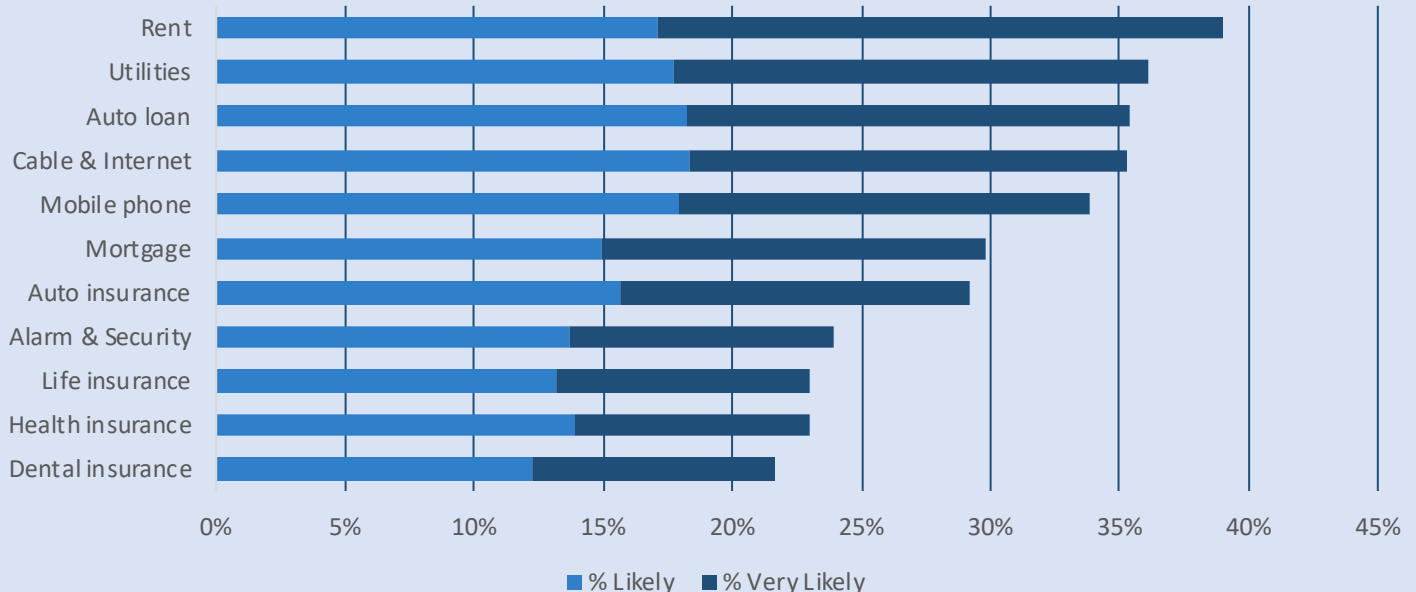


36% are already paying bills late or will start to in the next month

Over 36% of consumers surveyed say they are planning on delaying at least one bill and paying it late – nearly 2x the pre-COVID-19 rate. When looking at which bills consumers are likely to delay, the size of the bill isn't the only consideration. Consumers appear to factor in that some bills have costly late-payment penalties. Consumers rate rent, utilities, auto loans and cable & internet as the bill payments most likely to be delayed or skipped.

Category	Monthly Bill \$	% Likely & Very Likely
Rent	\$1,029	39%
Utilities	\$294	36%
Auto Loan	\$393	35%
Cable & Internet	\$109	35%
Mobile phone	\$114	34%
Mortgage	\$1,211	30%
Auto insurance	\$183	29%
Alarm & Security	\$73	24%
Life Insurance	\$81	23%
Health Insurance	\$96	23%
Dental insurance	\$25	22%

Likely to Delay Bill Payment



About doxoINSIGHTS Data

doxoINSIGHTS provides insight into the U.S. bill pay statistics and behavior, leveraging user surveys and doxo's unique aggregate, anonymized bill pay data comprised of actual bill payment activity to confirmed household service providers. This foundation of validated payment behavior provides greater insight and reliability. doxo bill pay statistics bring together the broadest available data set for analyzing actual household payment activity. The doxoINSIGHTS Bill Pay data source is:

- Statistically significant, with over 3 million paying consumers;
- Geographically diverse, capturing payment activity in all 3,007 U.S. counties;
- Economically representative, with participation from all income brackets;
- Covering 45 different biller service categories, with more than 60,000 unique billers;
- Capturing all payment funding sources, including bank accounts, credit cards, and debit cards;

For more information about doxoINSIGHTS visit www.doxo.com/insights.