

LoopMe Consumer Snapshot: Finance & E-commerce

In this week's consumer behaviour study, LoopMe surveyed 715 Singapore consumers on 22-24 May, 2020 to understand the impact of COVID-19 on financial outlook. We also analysed how consumers plan to manage their finances and their negative online shopping experiences.

What best describes how COVID-19 has impacted your financial outlook?



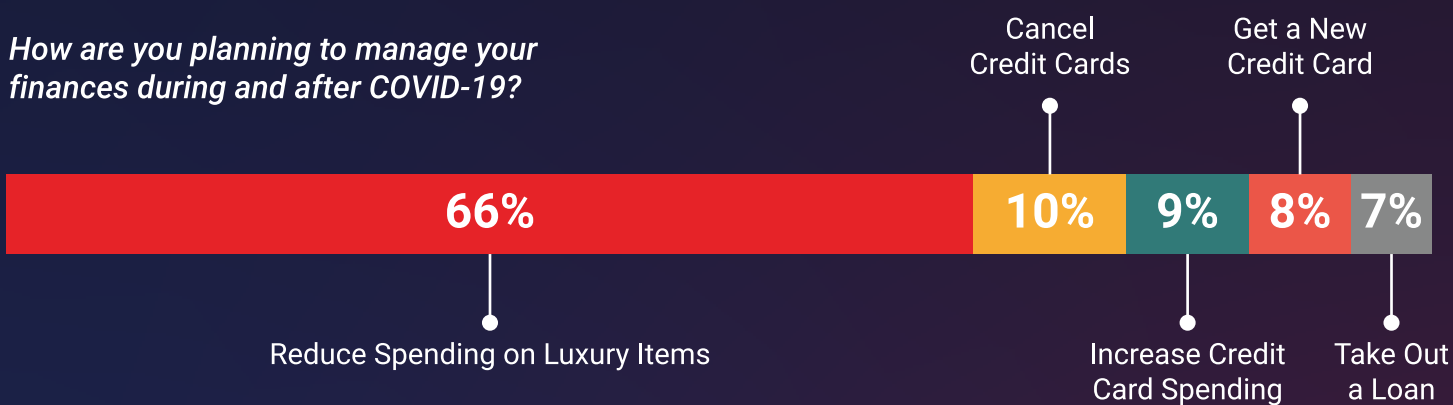
57% \$ \$ \$ \$ \$

of consumers have **Reduced Spend (34%)** and are **Saving More (23%)** as a result of COVID-19.

19% consumers will **Increase Personal Spend** despite COVID-19.

Consumers are **2X** more likely to **Continue as Before (16%)** than **Invest More (8%)** due to COVID-19.

How are you planning to manage your finances during and after COVID-19?



66%

of consumers plan to **Reduce Spend on Luxury Items** to manage their finances during and after COVID-19.

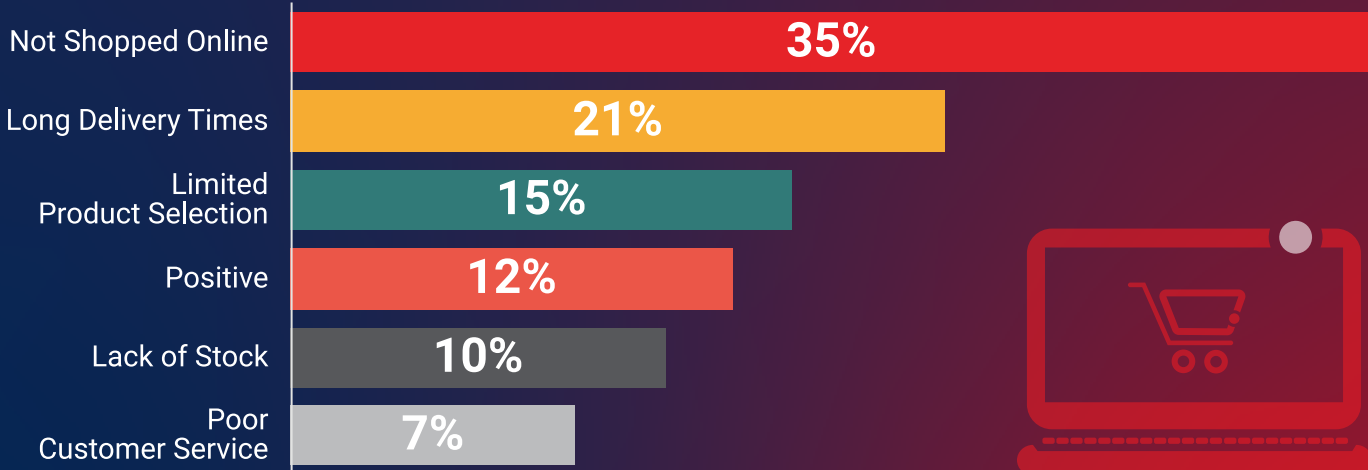
7%

of consumers plan to **Take Out a Loan** during or after COVID-19 to manage their finances.

1 in 10

consumers are planning to **Cancel Credit Cards** to help manage their finances during and after COVID-19.

What have been your negative online shopping experiences during COVID-19?



21% of consumers have encountered **Long Delivery Times** whilst shopping online during COVID-19.

1 in 10 of consumers have had negative online shopping experiences during COVID-19 due to **Lack of Stock**.

Limited Product Selection has been a negative online shopping experience for **15%** of consumers during COVID-19.