



## American Experiences Survey:

A Nationally Representative Multi-Mode Survey

### January 2021 Results—Credit Report Errors, Video Doorbells, and Product Safety Recall Items

#### Overview of Methodology

Each month, Consumer Reports fields the American Experiences Survey (AES) to track consumer attitudes and behaviors over time. January results are based on interviews conducted from January 7-19, 2021. This document focuses on the sections of the omnibus survey related to Credit Report Errors, Video Doorbells, and Product Safety Recalls.

The survey was administered by NORC at the University of Chicago through its AmeriSpeak® Panel to a nationally representative sample. Interviews were conducted in English and in Spanish, and were administered both online and by phone. In total NORC collected 2,223 interviews, 2,000 by web mode and 223 by phone mode. Final data are weighted by age, gender, race/Hispanic ethnicity, housing tenure, telephone status, education, and Census Division to be proportionally representative of the US adult population.

The margin of error for results based on the total sample is +/-2.72 percentage points at the 95% confidence level. Smaller subgroups will have larger error margins, and only those subgroups for which there are at least 100 unweighted cases are included.

## TOPLINE RESULTS WITH YEARLY TRENDS

---

The questions presented below were shown to respondents in this order unless otherwise noted. Where appropriate, question verbiage, response answer choices, or direction of scales were randomized or rotated and those instances are noted below.

Also shown, where available, are trends over time and where minor revisions to the wording of an item or response choices were made, they are noted below. *Note these changes may impact comparability of results.*

*Note that the January omnibus contained five blocks of questions (items on COVID vaccines, emissions pollution, credit report errors, video doorbells, and product safety recalls) and respondents saw the COVID block first, followed by emissions pollution, credit report errors, video doorbells, and product safety recalls in a random order.*

Prepared by CR Survey Research Department, February 2021

[www.cr.org](http://www.cr.org)

### Survey Notes for Monthly Trends

January 2021 results are based on interviews conducted from January 7-19 with a nationally representative sample of 2,223 US adults.

February 2020 results are based on interviews conducted from February 6-20 with a nationally representative sample of 1,040 US adults.

January 2020 results are based on interviews conducted from January 9-21 with a nationally representative sample of 1,142 US adults.

## CREDIT REPORT ERRORS

CR1.

When was the last time you checked your credit report?		
	JANUARY 2021	FEBRUARY 2020
	Total	Total
	%	%
Less than a month ago	37	41
One month to less than three months ago	12	10
Three months to less than six months ago	7	7
Six months to less than one year ago	10	10
One year to less than two years ago	9	9
Two years to less than five years ago	7	7
Five or more years ago	4	5
I've never checked my credit report	8	8
Don't know	7	4
<b>Base: All respondents</b>	<b>2,217</b>	<b>1,040</b>

Note: In January 2021, changed the response to "I've never checked my credit report" from "Never" in February 2020.

CR2. [SHOW IF RESPONDENT DOES NOT SELECT "I'VE NEVER CHECKED MY CREDIT REPORT" IN CR1.]

When you last checked your credit report, did you spot any errors in the information, such as debts that were actually paid or incorrect personal information?		
	JANUARY 2021	FEBRUARY 2020
	Total	Total
	%	%
Yes	12	14
No	88	86
<b>Base: Respondents who did not say they "never" checked their credit report</b>	<b>2,057</b>	<b>964</b>

CR3. [SHOW IF CR2 = 'YES'. SELECT ALL THAT APPLY. RANDOMIZE RESPONSES. "OTHER" WAS ANCHORED AT THE END AND TEXT CAPTURED.]

What type of error did you find?		
	JANUARY 2021	FEBRUARY 2020
	<b>Total</b>	<b>Total</b>
	%	%
Debts that had been paid and should not have been listed	50	55
Accounts or debt that did not belong to me	40	34
Personal information, such as social security number or address, that was incorrect	22	27
Other, please specify:	10	14
<b>Base: Respondents who found an error in their credit report</b>	<b>258</b>	<b>136</b>

CR4. [SHOW IF CR2 = 'YES'. SELECT ALL THAT APPLY. RANDOMIZE RESPONSES. "I DISPUTED THE ERRORS, BUT AM UNSURE WITH WHOM" AND "I DID NOT DISPUTE THE ERRORS" WERE EXCLUSIVE AND ANCHORED AT THE END AS SHOWN.]

With which, if any, of the following did you dispute the errors?		
	JANUARY 2021	FEBRUARY 2020
	<b>Total</b>	<b>Total</b>
	%	%
Credit bureau	44	36
Creditor	28	25
I disputed the errors, but am unsure with whom	18	18
I did not dispute the errors	22	24
<b>Base: Respondents who found an error in their credit report</b>	<b>258</b>	<b>136</b>

CR5. [SHOW IF CR4 = 'CREDIT BUREAU', 'CREDITOR', OR 'I DISPUTED THE ERRORS, BUT AM UNSURE WITH WHOM.' 'UNSURE' WAS NOT SHOWN/READ.]

Were you able to get the errors fixed?		
	JANUARY 2021	FEBRUARY 2020
	<b>Total</b>	<b>Total</b>
	%	%
Yes	57	53
No	42	47
Unsure	2	–
<b>Base: Respondents who disputed credit report errors in any way</b>	<b>193</b>	<b>98*</b>
<b>*Note: low sample size</b>		

## VIDEO DOORBELLS

VD1.

Does your home have doorbell wiring for the main door of your primary residence?		
You may or may not have a wired doorbell. For this question we are only concerned about the wiring.		
	JANUARY 2021	JANUARY 2020
	Total	Total
	%	%
Yes	49	53
No	42	39
Unsure	9	8
<b>Base: All respondents</b>	2,213	1,141

VD2.

Does your home have a video doorbell?		
A video doorbell connects to your home WiFi network and sends real time notifications to your smartphone or tablet when someone is at your door		
	JANUARY 2021	JANUARY 2020
	Total	Total
	%	%
Yes	18	15
No	79	83
Unsure	2	2
<b>Base: All respondents</b>	2,203	1,139

VD3. [SHOW IF VD2 = 'NO.']

Would you consider getting a video doorbell for your home?		
	JANUARY 2021	JANUARY 2020
	Total	Total
	%	%
Yes	50	52
No	33	32
Unsure	17	16
<b>Base: Respondents who do not currently have a video doorbell for their home</b>	1,767	942

VD4. [SHOW IF VD2 = 'YES.']

Does your video doorbell require you to change or recharge the battery?		
	JANUARY 2021	JANUARY 2020
	<b>Total</b>	<b>Total</b>
	%	%
Yes	45	49
No, it doesn't have a battery	41	39
Unsure	14	12
<b>Base: Video doorbell owners</b>	<b>392</b>	<b>170</b>

VD5. [SHOW IF VD2 = 'YES.']

Do you pay for a storage plan for the video doorbell?		
<i>Storage plans allow you to save and view videos taken by the doorbell for a period of time determined by the plan you choose.</i>		
	JANUARY 2021	JANUARY 2020
	<b>Total</b>	<b>Total</b>
	%	%
Yes	53	50
No	47	50
<b>Base: Video doorbell owners</b>	<b>388</b>	<b>169</b>

VD6. [SHOW IF VD3 = 'YES.' 'UNSURE' WAS NOT SHOWN/READ]

You mentioned you would consider getting a video doorbell. Would you also consider paying for a storage plan for it?		
<i>Storage plans allow you to save and view videos taken by the doorbell for a period of time determined by the plan you choose.</i>		
	JANUARY 2021	JANUARY 2020
	<b>Total</b>	<b>Total</b>
	%	%
Yes	52	60
No	46	39
Unsure	1	1
<b>Base: Respondents who do not currently have a video doorbell for their home but would consider getting one</b>	<b>892</b>	<b>493</b>

Note: In January 2020, question wording was "If you were to get a video doorbell, would you also consider paying for a storage plan for it?" The same informational statement followed.

VD7. [SHOW IF VD2 = 'YES.']

Have you shared any video footage from your doorbell with law enforcement?		
	JANUARY 2021	JANUARY 2020
	Total	Total
	%	%
Yes	10	11
No, though I have reason to consider doing so	12	9
No, there have not been any activities where I needed to do so	79	80
<b>Base: Video doorbell owners</b>	391	168

## PRODUCT SAFETY RECALLS

PR1. [SELECT UP TO TWO RESPONSES. RANDOMIZE RESPONSES. "OTHER" WAS ANCHORED AT THE END AND TEXT CAPTURED.]

When a product you own is recalled for safety issues, how do you expect to hear about the recall?	
	Total
	%
Manufacturer notice	75
Media or news	55
Social media	15
Family or friends	7
Other	3
<b>Base: All respondents</b>	2,223

### CONTACT:

**Kristen Purcell**  
**Chief Research Officer**  
[Kristen.Purcell@consumer.org](mailto:Kristen.Purcell@consumer.org)

 @kristenpurcell