



American Experiences Survey:

A Nationally Representative Multi-Mode Survey

November 2021 Omnibus Results

Overview of Methodology

Each month, Consumer Reports fields the American Experiences Survey (AES) to track consumer attitudes and behaviors over time. November results are based on interviews conducted from November 5-15, 2021. This document includes all sections of the omnibus survey for this month: COVID-19, fraudulent/scam communications, product reviews and seals, and mobile device antivirus software.

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 2,057 interviews, 1,960 by web mode and 97 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 +/-2.94 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 MONTHLY 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. Not every item was asked on every recent omnibus survey, 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 November omnibus contained four blocks of questions. Respondents saw the COVID-19 block first, followed by the other three blocks in a random order.

Prepared by CR Survey Research Department, November 2021

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Survey Notes for Monthly Trends

November 2021 results are based on interviews conducted from November 5-15 with a nationally representative sample of 2,057 US adults.

October 2021 results are based on interviews conducted from October 12-21 with a nationally representative sample of 2,036 US adults.

September 2021 results are based on interviews conducted from September 13-22 with a nationally representative sample of 2,341 US adults.

August 2021 results are based on interviews conducted from August 6-17 with a nationally representative sample of 2,165 US adults.

July 2021 results are based on interviews conducted from July 12-21 with a nationally representative sample of 2,184 US adults.

June 2021 results are based on interviews conducted from June 11-22 with a nationally representative sample of 2,280 US adults.

May 2021 results are based on interviews conducted from May 7-17 with a nationally representative sample of 2,079 US adults.

April 2021 results are based on interviews conducted from April 9-19 with a nationally representative sample of 2,288 US adults.

March 2021 results are based on interviews conducted from March 4-15 with a nationally representative sample of 2,144 US adults.

February 2021 results are based on interviews conducted from February 4-15 with a nationally representative sample of 2,514 US adults.

January 2021 results are based on interviews conducted from January 7-19 with a nationally representative sample of 2,233 US adults.

December 2020 results are based on interviews conducted from December 10-21 with a nationally representative sample of 2,982 US adults.

November 2020 results are based on interviews conducted from November 5-16 with a nationally representative sample of 2,851 US adults.

October 2020 results are based on interviews conducted from October 8-26 with a nationally representative sample of 2,670 US adults.

September 2020 results are based on interviews conducted from September 11-21 with a nationally representative sample of 2,303 US adults.

August 2020 results are based on interviews conducted from August 7-19 with a nationally representative sample of 2,236 US adults.

July 2020 results are based on interviews conducted from July 9-20 with a nationally representative sample of 2,031 US adults.

June 2020 results are based on interviews conducted from June 4-16 with a nationally representative sample of 1,014 US adults.

May 2020 results are based on interviews conducted from May 8-18 with a nationally representative sample of 2,085 US adults.

COVID-19

COVCONCERNNOW.

How concerned or not concerned are you about COVID-19 continuing to spread in your local area over the next month?

	NOVEMBER 2021 AES	OCTOBER 2021 AES	SEPTEMBER 2021 AES	AUGUST 2021 AES	JULY 2021 AES	JUNE 2021 AES	MAY 2021 AES	APRIL 2021 AES	MARCH 2021 AES
	Total	Total	Total	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%	%	%	%
Very concerned	24	26	41	40	25	14	19	28	30
Somewhat concerned	38	41	35	36	34	35	34	38	34
Not too concerned	26	24	16	15	25	33	33	22	25
Not concerned at all	11	9	9	9	16	17	15	12	11
Base: All respondents	2,054	2,032	2,338	2,164	2,178	2,278	2,078	2,287	2,140

(continued)

	FEBRUARY 2021 AES	DECEMBER 2020 AES	NOVEMBER 2020 AES	OCTOBER 2020 AES	SEPTEMBER 2020 AES	AUGUST 2020 AES	JULY 2020 AES	JUNE 2020 AES	MAY 2020 AES
	Total	Total	Total	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%	%	%	%
Very concerned	40	51	51	44	42	44	53	41	41
Somewhat concerned	36	30	30	32	33	34	29	34	36
Not too concerned	17	13	14	17	18	16	12	16	18
Not concerned at all	7	6	5	6	7	6	5	8	6
Base: All respondents	2,514	2,977	2,850	2,668	2,300	2,233	2,031	1,014	2,082

COVCONCERN6MOS.

How concerned or not concerned are you about COVID-19 continuing to spread in your local area over the next 6 months?

	NOVEMBER 2021 AES	OCTOBER 2021 AES	SEPTEMBER 2021 AES	AUGUST 2021 AES	JULY 2021 AES	JUNE 2021 AES	MAY 2021 AES	APRIL 2021 AES
	Total	Total	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%	%	%
Very concerned	25	24	39	38	25	15	17	26
Somewhat concerned	37	43	36	37	34	34	35	37
Not too concerned	27	24	17	16	24	34	32	25
Not concerned at all	11	10	8	10	17	17	16	12
Base: All respondents	2,032	2,003	2,311	2,144	2,162	2,251	2,055	2,275

(continued)

	MARCH 2021 AES	FEBRUARY 2021 AES	DECEMBER 2020 AES	NOVEMBER 2020 AES	OCTOBER 2020 AES	SEPTEMBER 2020 AES	AUGUST 2020 AES	JULY 2020 AES
	Total	Total	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%	%	%
Very concerned	26	35	44	49	45	41	44	53
Somewhat concerned	36	38	34	32	31	35	33	29
Not too concerned	27	20	15	14	18	17	17	13
Not concerned at all	12	8	6	6	7	7	6	6
Base: All respondents	2,123	2,505	2,948	2,809	2,643	2,282	2,214	2,031

COVVACCINE.

Have you gotten a COVID-19 vaccine?

Please respond "Yes" if you have gotten at least one dose.

	NOVEMBER 2021 AES	OCTOBER 2021 AES	SEPTEMBER 2021 AES	JUNE 2021 AES	MAY 2021 AES	APRIL 2021 AES	MARCH 2021 AES	FEBRUARY 2021 AES	JANUARY 2021 AES
	Total	Total	Total	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%	%	%	%
Yes	76	77	74	69	64	58	30	17	5
No	24	23	26	31	36	42	70	83	95
Base: All respondents	2,049	2,017	2,330	2,270	2,061	2,283	2,133	2,512	2,221

Note: Prior to September 2021, the question came with an introduction reading "As of April 19th, all American adults are eligible for vaccines to protect against COVID-19." Prior to May 2021, there was no note at about "at least one dose" and the stem read "will be eligible" instead of "are eligible." Prior to April 2021, the question came with an introduction saying "Vaccines to protect against COVID-19 are currently in the early stages of distribution."

COVVACCOURSE. [SHOW IF COVVACCINE = "YES"].

Have you had a full course of the COVID-19 vaccine?

For the Pfizer or Moderna vaccine, this means having had two shots; for the Johnson & Johnson vaccine, it means having had the single shot.

	NOVEMBER 2021 AES	OCTOBER 2021 AES	SEPTEMBER 2021 AES	JUNE 2021 AES	MAY 2021 AES	APRIL 2021 AES
	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%
Yes	98	96	96	96	88	76
No	2	4	4	4	12	24
Base: Respondents who have gotten at least one dose of a COVID-19 vaccine.	1,599	1,581	1,837	1,659	1,363	1,432

Note: Prior to November 2021, the note specified a full course of Pfizer or Moderna as "both shots".

COVVACCINE/COVVACCOURSE (combined).

Vaccination Status - Composite Based on COVVACCINE and COVVACCOURSE	
	Total
	%
Fully vaccinated	74
Partially vaccinated	2
Not vaccinated at all	24
Base: All respondents	2,049

Note: Percentages shown above are composites calculated from previous survey answers. This was not a question shown to respondents.

COVCHILDAGE.

Do you currently have any children living in your household who are...?	
<i>Select all that apply.</i>	
	Total
	%
SUBNET: Any children under 12	26
SUBNET: Any children under 18	34
Under 2 years old	6
2 to 4 years old	9
5 to 11 years old	19
12 to 15 years old	11
16 to 17 years old	7
I do not have any children under 18 years old living in my household	66
Base: All respondents	2,057

COVCHILDVAC_INTRO. [TEXT SHOWN TO RESPONDENTS WHO HAVE ANY CHILDREN UNDER 12 LIVING IN THEIR HOUSEHOLD].

At the time this survey went into the field, a COVID-19 vaccine has recently been authorized for use in children aged 5 and up.

COVCHILDVAC2. [SHOW IF RESPONDENTS HAVE ANY CHILDREN UNDER 12 LIVING IN THEIR HOUSEHOLD. ONLY SHOW RELEVANT AGE GROUPS BASED ON RESPONSE TO COVCHILDAGE.].

Thinking about your child (or children) in each of the age groups below, what is the likelihood that you will have them get a COVID-19 vaccine <u>if/when one becomes available</u> to children their age?			
	NOVEMBER 2021 AES	JUNE 2021 AES	MAY 2021 AES
	Total	Total	Total
	%	%	%
<i>Under 2 years old</i>			
Very likely	20	18	16
Somewhat likely	25	22	26
Not too likely	12	15	17
Not at all likely	43	45	42
Base: Respondents with children in the household under age 2.	148	142	130
<i>2 to 4 years old</i>			
Very likely	19	15	16
Somewhat likely	24	28	25
Not too likely	14	22	13
Not at all likely	43	35	45
Base: Respondents with children in the household aged 2 to 4 years old.	215	259	224
<i>5 to 11 years old</i>			
Very likely	33	26	23
Somewhat likely	18	25	20
Not too likely	15	19	21
Not at all likely	35	29	37
Base: Respondents with children in the household aged 5 to 11 years old.	397	363	316

Note: Prior to November 2021, age categories included 2 to 5 years old and 6 to 11 years old.

FRAUDULENT/SCAM COMMUNICATIONS

FRAUDINTRO. [TEXT SHOWN TO RESPONDENTS].

This section is about types of communications that you may receive, such as phone calls, text messages, emails, and so forth, that you believe to be suspicious. You may think that these messages are fraudulent, that is, they are coming from a source that is trying to carry out a scam.

FRAUD1. [RESPONDENTS PROMPTED TWICE].

Thinking about the past 30 days, about how many phone calls, messages, or other communications did you receive in a typical week from sources that you believed to be suspicious, fraudulent, or a scam?

Please give your best guess if you are unsure of the exact number you typically receive each week, if any.

	Total
	%
I have not received any in the past 30 days	5
Less than 1 per week, but I have received them	11
1 to 5 per week	35
6 to 10 per week	22
More than 10 per week	27
Base: All respondents	2,052

FRAUD2. [SHOW IF FRAUD1 = ANY RECEIVED. RANDOMIZE ITEMS, WITH "OTHER PRODUCT", "OTHER SERVICE", AND "NONE OF THESE" ALWAYS SHOWN LAST IN THAT ORDER. "NONE OF THESE" WAS EXCLUSIVE].

You mentioned that you have received at least some communications in the past 30 days that you believed to be suspicious, fraudulent, or a scam.

Which, if any, of the following describe what the communications you believed were fraudulent claimed to be about?

Select all that apply.

	Total
	%
Sweepstakes, prize, or raffle winnings	43
Banking or financial services	39
Shopping or retailers	30
Access/login information to online or email accounts	29
Unemployment or other government benefits	25
Medical or dietary products	25
Charity organizations	20
Romance or dating services	12
Other type of fraudulent product	16
Other type of fraudulent service	16
None of these	9
Base: Respondents who have received suspicious/fraudulent communications on the past 30 days.	1,957

FRAUD3. [SHOW IF FRAUD1 = ANY RECEIVED. RANDOMIZE ITEMS, WITH "OTHER" AND "NONE OF THESE" ALWAYS SHOWN LAST IN THAT ORDER. "NONE OF THESE" WAS EXCLUSIVE].

In which, if any, of the following ways have you received the communications that you believed to be fraudulent?

Select all that apply.

	Total
	%
Phone call	85
Email	64
Text message	60
Social media	17
Postal mail	11
Other	1
None of these	2
Base: Respondents who have received suspicious/fraudulent communications on the past 30 days.	1,957

FRAUD4. [RANDOMIZE ITEMS].

Have you ever done each of the following based on a communication you received that you later learned was fraudulent or a scam?	
	Total
	%
Applied for or paid for a fraudulent product or service	
Yes	11
No	81
Not applicable, I have never received this type of fraudulent communication	4
Unsure	3
Base: All respondents	2,044
Donated money to a fraudulent cause or organization	
Yes	3
No	88
Not applicable, I have never received this type of fraudulent communication	5
Unsure	4
Base: All respondents	2,045
Provided financial, personal, or account login information to an unauthorized party	
Yes	5
No	86
Not applicable, I have never received this type of fraudulent communication	4
Unsure	4
Base: All respondents	2,044
Responded "Yes" to any of the above	
	Total
	%
Yes to any of the above	16
Base: All respondents	2,057

PRODUCTS REVIEWS AND SEALS

REVIEWS1. [RESPONDENTS PROMPTED TWICE].

When making a purchasing decision, how often, if ever, do you read online reviews before deciding what to buy?	
	Total
	%
Always or almost always	32
Often	32
Sometimes	27
Hardly ever	6
Never	3
Base: All respondents	2,057

REVIEWS2. [SHOW IF REVIEWS1 = "HARDLY EVER" OR "NEVER". RANDOMIZE ITEMS, WITH "ANY OTHER REASON" ALWAYS SHOWN LAST.].

Which, if any, are reasons why you don't read online reviews before making a purchase decision?	
<i>Select all that apply.</i>	
	Total
	%
It's just not something I've ever done	39
I prefer to form my own opinions on products and services I purchase	37
I do other research before buying products and services, such as getting recommendations from family or friends	30
I can't tell if they are real or fake	29
I typically trust the brand reputation of products and services I purchase, so you don't bother reading reviews	27
It's too much work to sort through all of the conflicting information	24
I don't have the time	19
I've been misled by a fake review in the past	12
Any other reason (Specify)	8
Base: Respondents who hardly ever or never read online reviews before deciding what to buy.	179

REVIEWS3. [SHOW IF REVIEWS1 IS NOT "NEVER" OR BLANK].

When reading online reviews before you make a purchase decision, how concerned or not concerned are you that they are fake?	
	Total
	%
Extremely concerned	7
Very concerned	18
Moderately concerned	43
Slightly concerned	24
Not at all concerned	7
Base: Respondents who read online reviews before deciding what to buy.	1,982

REVIEWS4. [SHOW IF REVIEWS1 IS NOT "NEVER" OR BLANK].

Have there been times when you've read a review online and thought it was fake?	
	Total
	%
Yes	79
No	21
Base: Respondents who read online reviews before deciding what to buy.	1,982

REVIEWS5. [SHOW IF REVIEWS1 IS NOT "NEVER" OR BLANK. ROTATE ORDER OF WORSE/BETTER IN QUESTION STEM AND IN RESPONSE SCALE TO MATCH].

Thinking back to the times you have read online reviews to make a purchase decision, would you say the products or services you bought were typically worse, better, or as you expected compared to what you read in the reviews?	
	Total
	%
As I expected	80
Better than I expected	11
Worse than I expected	9
Base: Respondents who read online reviews before deciding what to buy (excludes those who say they have not purchased products/services based on reviews).	1,877

Note: An additional answer choice "Not applicable, I have not purchased products or services based on online reviews" was shown last. Percentages shown here exclude individuals who selected that response.

SEALS_INTRO. [TEXT SHOWN TO RESPONDENTS].

Numerous organizations offer programs to help consumers when purchasing products or services. With these programs, consumers may see a logo, seal, or other marker to indicate that an organization stands by a product or service (for example, The American Heart Association's Certified Heart-Check logo, Consumer Reports' CR Recommended mark, Good Housekeeping's seal, JD Power's Awards).

Recommendations like these are available to consumers on manufacturer and retailer web sites, in stores, on product packaging, and within advertising and other promotions (for example, TV, radio, social media, etc.).

Often, manufacturers or service providers can pay a fee to license and display these logos, seals, or markers to indicate the endorsement or recommendation of their product or service.

SEALS1. [RESPONDENTS PROMPTED TWICE].

When making a purchasing decision, how often, if ever, do you take into account logos, seals, or other markers that show an organization recommends or stands by a product before deciding what to buy?	
	Total
	%
Always or almost always	6
Often	15
Sometimes	40
Hardly ever	24
Never	8
I've never seen or heard of this kind of seal before this survey	6
Base: All respondents	2,056

SEALS2. [RANDOMIZE ITEMS].

Whether or not you've used them to make a purchase decision in the past, which of the following BEST describes how you feel about logos, seals, or other markers that show an organization recommends or stands by a product?	
I believe that these logos or seals could...	
	Total
	%
Give me confidence in my purchasing decisions	34
Be confusing because I don't know which seals to trust	32
Make it easier for me to quickly know which product is best	25
Make me second guess my purchasing decisions	10
Base: All respondents	2,020

SEALS3. [RANDOMIZE ITEMS, WITH "OTHER" AND "NONE OF THE ABOVE" ALWAYS SHOWN LAST IN THAT ORDER. "NONE OF THE ABOVE" WAS EXCLUSIVE].

Under which, if any, of the following circumstances would you consider these types of product recommendation logos or seals to be trustworthy?

Select all that apply.

	Total
	%
The seal comes from an organization that I trust	53
The seal has been around for a long time	37
The seal comes from an organization whose values are aligned with my own	32
The recommendations for the seal are decided by an independent, objective organization	32
I've used the seal to make purchasing decisions in the past	29
The seal comes from an organization that looks out for my best interest	29
I generally trust these types of logos or seals no matter what	9
Other	2
None of the above, I do not trust these types of logos or seals	14
Base: All respondents	2,057

SEALS4. [SHOW IF SEALS1 = "HARDLY EVER" OR "NEVER". RANDOMIZE ITEMS, WITH "NEVER HEARD OF" AND "ANY OTHER REASON" ALWAYS SHOWN LAST IN THAT ORDER.].

<p>Which, if any, are reasons why you don't take into account logos, seals, or other markers that show an organization recommends or stands by a product before making a purchase decision?</p> <p>Select all that apply.</p>	
	Total
	%
I prefer to form my own opinions on products and services I purchase	43
I do other research before buying products and services, such as getting recommendations from family or friends	41
I typically trust the brand reputation of products and services I purchase, so I don't bother looking for seals	35
I can't tell if they come from a legitimate organization	33
It's just not something I've ever done	25
There are too many seals out there	23
I've been misled by an untrustworthy seal in the past	9
I've never seen or heard of this kind of seal before this survey	11
Any other reason (Specify)	3
Base: Respondents who hardly ever or never take into account seals before deciding what to buy.	656

SEALS5. [SHOW IF SEALS1 IS NOT "NEVER", "NEVER HEARD OF", OR BLANK. ROTATE ORDER OF WORSE/BETTER IN QUESTION STEM AND IN RESPONSE SCALE TO MATCH].

Thinking back to the times you have taken into account logos or seals to make a purchase decision, would you say the products or services you bought were typically worse, better, or as you expected compared to the logo or seal claim?	
	Total
	%
As I expected	86
Better than I expected	11
Worse than I expected	3
Base: Respondents who take into account seals before deciding what to buy (excludes those who say they have not purchased products/services based on seals).	1,566

Note: An additional answer choice "Not applicable, I have not purchased products or services based on the recommendation of a logo or seal" was shown last. Percentages shown here exclude individuals who selected that response.

MOBILE DEVICE ANTIVIRUS SOFTWARE

MOBILE_INTRO. [TEXT SHOWN TO RESPONDENTS].

The questions that follow are about mobile devices that are used by people in your household.

MOBILE1. [RESPONDENTS PROMPTED TWICE].

Do you, or someone in your household, use an internet-connected smartphone or tablet?		
<i>Select all that apply.</i>		
	Total	Mobile device users
	%	%
Yes, a smartphone	94	97
Yes, a tablet	52	53
No	3	
Base: All screened respondents	2,057	1,973

NOTE: ONLY MOBILE DEVICE USERS (THOSE INDIVIDUALS WHO RESPONDED "YES, A SMARTPHONE" OR "YES, A TABLET") WERE ELIGIBLE TO CONTINUE WITH THE SURVEY. NON-MOBILE DEVICE USERS TERMINATED THE SURVEY AFTER THIS ITEM.

MOBILE2.

Which of the following operating systems are used on the mobile devices in your household?

Select all that apply.

	Total
	%
iOS	60
Android	56
Other	2
Unsure	4
Base: Mobile device users	1,973

MOBILE_INTRO2. [TEXT SHOWN TO RESPONDENTS].

Software programs or apps for mobile device security and antivirus protection can be downloaded and installed on a smartphone or a tablet. These programs are similar to software packages for protecting desktop and laptop computers. They may offer features such as malware, ransomware, and adware detection, protection against phishing attacks, anti-theft features, Wi-Fi network security, and other privacy protections to keep your personal data secure.

MOBILE3. [SHOW IF "SMARTPHONE" SELECTED IN MOBILE1].

Have you ever used this type of antivirus software or mobile security app on a <u>smartphone</u> ?	
	Total
	%
Yes	32
No, but I would consider it	49
No, and I would not consider it	19
Base: Smartphone users	1,903

MOBILE4. [SHOW IF "TABLET" SELECTED IN MOBILE1].

Have you ever used this type of antivirus software or mobile security app on a <u>tablet</u> ?	
	Total
	%
Yes	30
No, but I would consider it	54
No, and I would not consider it	16
Base: Tablet users	1,063

MOBILE3/MOBILE4 (combined).

Mobile antivirus use - Composite Based on MOBILE3 and MOBILE4	
	Total
	%
<i>SUBNET: Have used it or would consider it for ANY mobile device</i>	81
Have used it for ANY mobile device	34
Would consider if for ANY mobile device	53
Base: Mobile device users	1,973

Note: Percentages shown above are composites calculated from previous survey answers. This was not a question shown to respondents.

MOBILE5. [SHOW IF MOBILE3 NOT EQUAL TO "YES" AND MOBILE4 NOT EQUAL TO "YES". RANDOMIZE ITEMS, WITH "OTHER" AND "NONE OF THE ABOVE" ALWAYS SHOWN LAST IN THAT ORDER. "NONE OF THE ABOVE" WAS EXCLUSIVE].

You mentioned that you have not used mobile security or antivirus software on your mobile devices.	
Which, if any, of the following are reasons why not?	
Select all that apply.	
	Total
	%
I'm not sure which software brand to trust	42
Subscription costs are too high	37
I have never heard of mobile security or antivirus software for mobile devices	25
I don't think that mobile devices need this kind of protection	23
Privacy concerns with using this type of software	22
It's inconvenient to install new apps on my mobile device	9
Other	7
None of the above	7
Base: Mobile device users who have not used mobile security or antivirus software on any mobile device.	1,321

MOBILE6.

Switching gears, have you ever used computer security or antivirus software on a <u>desktop or laptop computer</u>?	
	Total
	%
Yes	89
No, but I would consider it	6
No, and I would not consider it	5
Base: Mobile device users (excludes those who say they do not have a desktop or laptop computer).	1,875

MOBILE7. [SHOW IF "SMARTPHONE" SELECTED IN MOBILE1. RANDOMIZE ITEMS, WITH "NONE OF THE ABOVE" ALWAYS SHOWN LAST. "NONE OF THE ABOVE" WAS EXCLUSIVE].

In the <u>past 12 months</u>, in which, if any, of the following ways have you used your smartphone?	
Select all that apply.	
	Total
	%
Accessed your banking, credit card, or other financial information through an app or mobile browser on the phone	70
Paid for an online purchase through an app or retail website on the phone	68
Sent money to a friend or family member using a mobile cash payment app	52
Deposited a check by scanning it with the phone	44
Used the phone as a ticket for a sporting event, concert, movie, theater, or other performance	35
Paid for an in-person purchase at a store or restaurant using the phone	31
Used the phone as a boarding pass or ticket for an airplane, train, or other form of public transportation	30
Downloaded an app from a third-party app store (that is, NOT from Google Play, Apple App Store, Amazon AppStore, or from the phone manufacturer)	23
None of the above	11
Base: Smartphone users	1,915

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