

# The impact of COVID on consumer entertainment

In addition to supporting Media & Entertainment clients around the globe with their COVID-19 insights initiatives, Toluna has conducted a Barometer study to provide insight into consumer sentiment, behaviors and predictions related to the "New" and "Next" Normal to specific changes in consumer behaviors as a result of the pandemic.

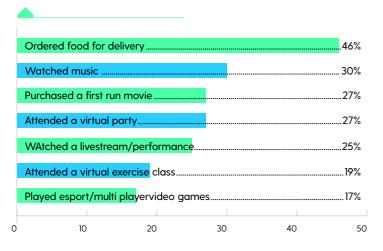


#### People are looking forward to business as usual.

When surveyed, many people within the USA plan to visit the following places immediately. Most within 30 days post quaranine.

# People are filling their time while in quarantine.

Things people have done while in quarantine:

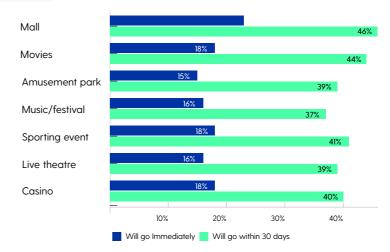


### Vacations will take longer to 'normalize'.

While consumers are willing to come back to retail and entertainment facilities, people want to wait longer to take a trip

#### 30% will wait longer than 3 months to take a trip

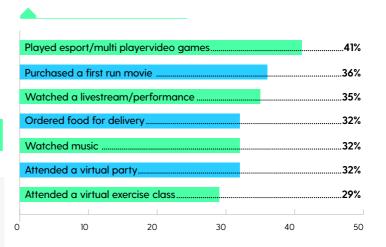
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Amazon Prime	10%		34%	
Apple TV	10%	People who started subscribing while in quarantine	43%	13%
Disney+	15%		36%	First time
ESPN	12%		36%	36% subscribers who plan to unsubscribe
HBO Now	12%		45%	
Hulu	15%		43% post quaran	
Netflix	19%		25%	posi qual aliii
Showtime	12%		45%	





## And many behaviors will remain after quarantine is over.

Things people will do more of even after quarantine is over:entertainment facilities, people want to wait longer to take a trip.



Toluna's Media & Entertainment team can help you stay ahead of rapidly changing consumer behaviors and sentiment during the pandemic and beyond.

